

**Job Title:** Administrative Support  
Specialist-Sr. Meals  
**FLSA Status:** Non-Exempt  
**Range:** 8  
**Division:** Senior & Disabled Services  
**Last Revised:** January 2007  
**Reports To:** Senior Meals Program Manager

### **General Statement of Duties**

Provides administrative and secretarial support by performing a variety of complex clerical tasks. Work requires thorough knowledge of program and office management procedures and is performed within generally accepted or established methods, practices, and procedures.

### **Supervision Received**

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided.

### **Supervision Exercised**

None

### **Resource Responsibility**

Limited discretionary responsibility for monetary or human resources. Duties that include working with monetary resources are subject to review and include checks and balances.

### **Distinguishing Features**

Positions assigned to the Administrative Support Specialist classification are distinguished from Administrative Aide II and III positions by the requirement for advanced skills in office practices and procedures, and the ability to perform a wide variety of complex tasks.

### **Essential Job Functions**

Assists the Senior Meals/Meals on Wheels Program Manager in implementing the fund raising plan for Senior Meals programs in Lane County. Maintains the Donor Perfect database: processes contributions, prepares thank you letters and receipts, runs and evaluates numerous reports, and adds to and edits the database as needed. Uses Excel and Donor Perfect to evaluate solicitation efforts and make recommendations for solicitation planning.

Maintains limited phone contact with donors and provides information and acknowledgements of donations.

Assists Senior Meals Program Manager in coordinating or implementing tasks needed to complete special events and projects including occasional conferences.

Maintains awareness of volunteer openings at all site locations. Maintains volunteer postings on several Internet sites. Acts as first point of contact for volunteers; does preliminary screening and referral to appropriate location. Contacts volunteers who request information through the Internet

and facilitates partnerships with youth groups.

Designs volunteer jobs in the office. Screens, selects, and supervises office volunteers.

Assists staff with planning and implementing volunteer and donor recruitment and recognition strategies. Coaches site staff to improve donor and volunteer relations.

Maintains awareness of community events, grants, and resources that may be beneficial to the program.

Designs and writes newsletters, brochures, media releases, flyers, advertisements, visual aids, and solicitation packages using graphic files, PageMaker, and WordPerfect. Incorporates data from research, program statistics, and participant interviews and photos.

Solicits companies for contributions to Meals on Wheels program. Monitors grant databases for potential leads.

Records and maintains minutes of monthly staff meetings.

Provides clerical support for the Program Manager and out stationed staff; coordinates bulk mailing for meal sites and for combined Meals on Wheels fund raising activities. Coordinates printing orders, including securing price quotes and facilitating the order.

Prepares documents, screens and routes incoming mail, sets up and maintains filing system. Maintains meeting calendar and room schedule for staff meetings.

Orders program office supplies, fills supply and form orders from sites, distributes menus and site logs, and maintains forms file.

Regularly updates computer files.

Assists Site Coordinators in the use of Excel Spreadsheets. Performs on site Excel formatting for staff. Completes administrative support projects, as assigned.

Maintains file of Private Pay and OPI clients, and prepares monthly service reports.

Using monthly data provided by sites, prepares invoices for Private Pay Clients and Title XIX participants. Researches participant irregularities and resolves discrepancies between billed amounts and payments. Posts site totals to database for monthly report. Maintains tracking system for Title XIX meal overages to capture accurate state reimbursement.

Works with Site Coordinators and their assistants on a daily basis over the phone to obtain or disseminate information and research information irregularities. Completes regularly recurring reports; compiles data from varied sources and makes summary reports as required.

Answers basic program questions from the public.

Provides information about Private Pay Meals on Wheels and processes Payment Agreement prior to service start. Contacts clients to verify payments received. Maintains communications with sites regarding private pay client status.

Provides back-up support to other clerical positions and the office in case of absence or work overload:

**Other Job Functions**

Performs other related duties as assigned.

**Working Conditions**

The work is performed primarily indoors requiring hand/eye coordination in the operation of business machines. Work may involve occasional lifting of object weighing 15 to 25 pounds.

**Knowledge, Skills, and Abilities**

Advanced knowledge of office practices, procedures, and equipment.

Advanced grammar and spelling skills, knowledge of business vocabulary, business math, and basic accounting techniques.

Ability to work independently and exercise good judgment when carrying out regular duties and special assignments.

Ability to communicate effectively with other employees and the general public using tact, courtesy, and good judgment.

Ability to maintain confidentiality and handle sensitive information in a appropriate manner.

Ability to manage multiple tasks simultaneously, meet deadlines, and work with accuracy and attention to detail.

Ability to understand and execute oral and written instructions, policies, and procedures.

Ability to operate standard office equipment such as typewriter, computer terminal, word processor, transcriber, calculator, scanner, and photocopier.

Ability to use a variety of software programs including WordPerfect, Excel, Internet, Microsoft Access, Oregon ACCESS, QuickBooks, and PageMaker. Ability to conduct research for the program, using available resources. Ability to organize and prioritize work. Ability to type at level required for specific position. Ability to physically perform assigned duties.

**Education and Experience**

High school diploma or G.E.D., and four years general office experience, or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

**Licenses, Certificates, and Other Requirements**

Some positions may require a valid Oregon driver's license or the ability to obtain reliable transportation to a variety of sites in the County.