

JOB DESCRIPTION

PROGRAM: Head Start Program
JOB TITLE: Informational Assistant
CLASSIFICATION: Clerk Typist III
PAY GRADE: 7

JOB SUMMARY

This position provides extensive administrative, operational, information processing, and clerical support to STEP's Early Learning Program. Duties involve supporting the Early Learning staff team with information/data management within a networked computer environment, including data entry, creation of spreadsheets and databases, analysis, tracking, recordkeeping, reporting, file management, and a wide variety of day-to-day operational supports.

SUPERVISORY RELATIONSHIPS

REPORTS TO: Operations Manager

SUPERVISES: Not Applicable

QUALIFICATIONS

- Strong communication skills including listening, understanding, informing, and speaking; amiable disposition and ability to remain professional when dealing with telephone callers or visitors;
- Demonstrable experience with creating databases and/or spreadsheets, utilizing standardized formulas correctly, accurate data entry, and report printing;
- High School Diploma or GED Certificate and one year's experience in office work;
- Minimum of two years of experience with all of the following:
 - Operating personal computer hardware used in desktop, laptop, and networking environments such as monitors, mouse, keyboard, scanners and printers;
 - Personal computer operating systems used in desktop and networking environments; and,
 - A wide variety of desktop productivity tools, specifically including Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Publisher, Microsoft Outlook, Microsoft Internet Explorer, and/or Microsoft Explorer;
- Demonstrable ability to type forty (40) words per minute; and,
- Experience in operating a computer-assisted multiline telephone system.

GENERAL REQUIREMENTS

- Current PA Act 34 Criminal, Child Abuse, FBI certifications, and Sex Offender Registry check prior to hire, and a Motor Vehicle Report;
- Recognizing and Reporting Child Abuse training completed within 30 days of hire;
- Physical examination prior to hire;
- Tuberculosis test prior to hire;
- Valid driver's license and vehicle with adequate insurance coverage available for daily use;
 - Physical ability to perform essential job functions without any health restrictions, including the ability to sit or stand for long periods of time; stand, lift, and carry up to twenty pounds; have unrestricted use of the upper body; corrected or uncorrected hearing and vision within normal ranges, a clear speaking voice; and

JOB DESCRIPTION

Informational Assistant

other abilities necessary to ensure child safety while in the work area or other group areas, such as, but not limited to, the following: Ability to bend, squat, reach, kneel, and climb stairs;

- Ability to move from a sitting to standing position quickly, safely, and without difficulty;
- Ability to chase an eloping child;
- Work nontraditional hours as needed or assigned; and,
- Job-related training, as assigned.

SPECIFIC DUTIES

- ❖ Documents and manages information related to Early Learning operations;
- ❖ Creates spreadsheets and databases; utilizes standard formulas for calculations; gathers and enters data accurately in a consistent fashion; when directed, produces multiple “what if” scenarios and/or prints reports using given spreadsheets; tracks data using either spreadsheets or databases;
- ❖ Using a networked personal computer and, when necessary, an electric typewriter, creates, edits, updates and/or completes a wide variety of documents, forms, letters, memos, posters, spreadsheets, slides/slide shows, templates, brochures, newsletters, reports, and other typewritten material from basic information provided by staff or supervisor; ensures documents have a professional appearance, are well-written utilizing proper formats, correct grammar and spelling, and are numerically accurate;
- ❖ Using publishing software, creates specialized brochures, door signs, newsletters, invitation/thank you cards, and related items;
- ❖ Using presentation software, creates slides and/or slide shows from staff information or other documents;
- ❖ Using web browsing software, researches information, publications, statistics, etc. from Internet sources, producing written or electronic results, as requested;
- ❖ Produces reports and/or written materials using various program software;
- ❖ Performs clerical and secretarial work in all areas of the Early Learning Program, including, word processing, typing, filing, materials distribution, and phone calls;
- ❖ Maintains the Early Learning master files and other operations files, as assigned;
- ❖ Supports program research and/or other special initiatives, as assigned;
- ❖ Assists in the development and delivery of various forms of media and graphics presentations and materials;
- ❖ Schedules appointments and maintains schedules for staff, as needed;
- ❖ Organizes, produces, and distributes mass mailings as requested;
- ❖ Operates computer hardware, projector, other office machines and audio-visual equipment;
- ❖ Performs reception duties, as assigned;
- ❖ Establishes and maintains organized, efficient systems that assure adequate program supplies; inventories, orders, stores, and distributes supplies in collaboration with the Operations Manager;
- ❖ Prepares invoices for approval;
- ❖ In the absence of the Early Learning management staff, performs key initial functions such as responding to emergencies, enrollment inquiries, parent contacts, and facilities concerns;
- ❖ Attends meetings and trainings, as required;
- ❖ Assumes responsibility for ongoing personal professional growth and development;
- ❖ Maintains confidentiality at all times;
- ❖ Acts as member of the Early Learning team; and,

JOB DESCRIPTION
Informational Assistant

- ❖ Performs all other tasks as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - STEP Pathways and programs, and Early Learning operations in order to properly route incoming calls and answer questions;
 - Effective customer service principles;
 - Standard office procedures, practices, conduct, and action necessary in maintaining harmonious working relationships;
 - English grammar, spelling, and punctuation;
 - Type, organization, and use of standard office files, logs, forms, and letter formats; and,
 - Microsoft Office Professional Suite, Microsoft Publisher, Windows, and the Internet.
- ❖ Skill in the following:
 - Communicating so as to be able to interact with a variety of people such as customers, staff, community resource personnel. and the general public;
 - Using a keyboard or typewriter to process information into written or electronic form;
 - Using and routing electronic mail and correspondence, using the Internet for information mining, using various software within a personal computing environment, and using disk operating systems for computer navigation and document management;
 - Typing with a required minimum rate of forty (40) words per minute;
 - Using a networked computer system, including various media formats, keyboard, mouse, scanner, and printers (laser, inkjet and copier) for operation of software; and,
 - Using word processing, spreadsheet, database, presentation, organizational, internet browsing, email, scanning, graphics editing and desktop publishing software for document creation, and informational assistance and management.
- ❖ Ability to perform the following:
 - Efficiently answer a wide variety of questions from telephone inquiries or walk-in visitors, and deal with the public in an empathetic manner;
 - Utilize a wide variety of software packages to creatively produce documents;
 - Create databases and/or spreadsheets, utilize standardized formulas correctly, perform consistently accurate data entry and print reports;
 - Utilize new and/or evolving electronic hardware and software products for document creation and production;
 - Daily record keeping functions and preparation of required reports as requested;
 - Effectively utilize a computer to facilitate communication and track information;
 - Operate various normal and advanced office and mail processing equipment with appropriate speed and efficiency;
 - Understand and follow oral and/or written instructions, some of which may include multifaceted procedures, and work independently of direct supervision;
 - Keep simple and complex clerical records accurately, and prepare accurate reports;
 - Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
 - Collect, organize, and process information for requested reports;
 - Simple and complex mathematical computations;
 - Organize and prioritize work, and develop effective work methods in an area which involves variable phases or different techniques and procedures;
 - Collect, organize, and process information as requested;

JOB DESCRIPTION
Informational Assistant

- Project a positive and professional image;
- Establish and maintain effective working relationships with staff, partnering agencies, businesses, customers, and the general public;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Understand problems of customers and exercise sound judgment in appraising needs of customers and directing them to appropriate service to meet their needs;
- Interact effectively with people from varied social, economic and educational backgrounds; and,
- Maintain confidentiality at all times.