

ADMINISTRATIVE SECRETARY (for Navigator Program)

Town of Springerville

Community Services Department

POSITION SUMMARY

The Community Services Secretary reports directly to the Navigator Case Manager. He or she completes typing, receives phone calls regarding possible applications and answer questions that the client may have. He or she fills out in-take sheets and gathers information, when client seeks assistance. He or she answers phones, schedules appointments, prepares documents, maintains contract files, responds to client questions, and communicates with the public and contract providers. This position is non-exempt under FLSA.

ESSENTIAL FUNCTIONS

- Provides program information to clients and perspective clients.
- Prepares, collects and maintains accurate client documentation and information and fills out an "intake" sheet for the client.
- Explains to the client which documents are needed to take an application; and helps the client locate where to obtain the documents
- Gathers, copies, and arranges documents to have application ready for the case manager.
- Maintains confidentiality in handling personal client information
- Assists in coordinating appliance repair and replacement, utility assistance and other services provided through the Navigator program.
- Maintains updated service provider list and contacts technicians or utility companies as well as obtain quotes for services.
- Interacts on a daily basis with patrons on a walk-in basis as well as those who are scheduled for client intakes.
- Maintains schedule of intake interviews for Navigator Case Manager.
- Maintains positive interaction with clients
- Orders and monitors office supplies.
- Follows up when client has not returned documents in a reasonable time.
- Contacts the landlord of people applying for emergency rent and sends the rental/move-in/ eviction form for the landlord
- Informs client of other resources when they are not qualified for our services

ADDITIONAL FUNCTIONS

- Assists other departments as the need arises.
- Performs other duties as deemed necessary or assigned.

CERTIFICATIONS

- DES Fingerprint Card required within 3 months of hire.

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POSITION REQUIREMENTS

Experience: Minimum of three years experience in a clerical or secretarial position.

Education: High School Diploma or GED.

Technical Skills: Ability to multi-task and prioritize time effectively. Ability to communicate proficiently both verbally and in writing. Organizational, communication and public relation skills. Filing and organizational skills. Uses and applications of personal computers and various office equipment including copiers, and fax machines. Must be able to type a minimum of 60 words per minute.

Problem Solving: Moderate level of problem solving required.

Decision Making: Moderate decision making required.

Supervision: None

Financial Accountability: Responsible for ensuring proper financial documents are recorded and maintained for clients.

Personal Relations: Requires good written and oral communications skills. Communicate regularly with the staff and clients.

Physical Requirements: Low to moderate physical activity required to perform the daily duties of this position.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

The Town of Springerville is an Equal Opportunity Employer.
This job description last updated March 1, 2023