



JOB DESCRIPTION

POSITION TITLE: Administrative/Statewide Intake Assistant

RESPONSIBLE TO: Executive Director

REQUIREMENTS

- High school diploma or GED; college, business or advanced training preferred.
- Excellent verbal and written communication skills including grammar, punctuation, spelling, proofreading and telephone skills.
- Organizational skills, flexibility and ability to prioritize and handle multiple tasks for multiple staff in a sometimes fast-paced environment.
- Proficient in the use of a computer including: typing, 10 key, email, internet, Microsoft Office including Word and Excel, Google platforms, QuickBooks, and ability to learn other computer programs quickly.
- Skills and experience in accounting tasks and data entry.
- Ability to handle confidential information and maintain professional boundaries.
- Ability to work well with others, including children, youth and families.

GENERAL DUTIES & RESPONSIBILITIES

1. Assist in preparing donations of cash and checks for deposit in the agency's bank accounts in a timely manner and in accordance with the agency's financial policies and procedures.
2. Make bank deposits, conduct business at the post office and complete other local errands as assigned.
3. Complete filing in a timely manner in order to maintain accurate and complete files for accounting records, in-kind donations, client files, and others, as assigned.
4. Maintain client databases, donor database for agency, and others as assigned.
5. Order office supplies and shop locally for other agency needs.
6. Demonstrate hospitality and greet all who come to the center in a friendly and professional manner.
7. Answer the phones in a friendly and professional manner; answer routine inquiries, take accurate messages and direct phone calls appropriately.
8. Stay informed of the agency's policies, procedures, programs, staff and other activities in order to accurately answer incoming inquiries and to know who to direct other inquiries to.
9. When accepting donations brought to the center, complete donation forms and/or receipts for the donor and agency and follow all policies and procedures.
10. Ensure delivery of Outcome Measurement Surveys to parents and caregivers – report outcomes to ED.
11. Provide assistance as needed or requested to parents, caregivers or professionals in supervising children and youth who are at the center.
12. Assist all staff with copying, faxing, filing, mailings and other clerical support.

13. Assist staff with ensuring conference room and kitchen are neat, clean, and prepared before and after meetings. Keep the reception area, waiting rooms and copy room neat, clean and safe.
14. Collect, accept and distribute mail, incoming faxes and messages.
15. Be available to stay after hours as needed in case of an emergency.
16. Have flexibility in schedule to accommodate needs of the center.
17. Assist the MDT (Multidisciplinary Team) Coordinator in reviewing Statewide Intakes as needed as part of the MDT Enhancement Program and identify reports/notification that clearly align with CAC case criteria as per the MDT Working Protocols.
18. Assess and address information needs of the MDT related to coordination of joint investigations and Statewide Intake Report receipt and referrals.
19. Bring cases meeting criteria to the attention of the MDT Coordinator for further review and coordination.
20. Maintain up to date and accurate record of intakes reviewed and actions taken.
21. Be familiar with case coordination duties and procedures in order to stand in for MDT Coordinator in cases of illness, vacation or other absenteeism.
22. Ensure Statewide Intakes are maintained and destroyed as stated and in accordance with Grayson County Children's Advocacy Center's Record Retention Policy.

OTHER

- Maintain confidentiality regarding cases and other sensitive agency information.
- Maintain professionalism in all behavior, communications and appearance.
- Attend training regularly to develop professional skills and keep abreast of issues impacting the agency and children served.
- Assist with maintaining a clean and safe work environment.
- Other duties as assigned by the Executive Director or direct supervisor.