

PORTAGE COUNTY
Job & Family Services

TITLE: JFS Executive Assistant

DIVISION: Administration

WORKING HOURS: 8:00 a.m. to 4:30 p.m. Monday-Friday

JOB OBJECTIVES: The primary purpose of the JFS Executive Assistant is to assist the Portage County Department of Job & Family Services (PCJFS) Director with implementing the mission and services of PCJFS. Incumbent will provide support and assistance to the PCJFS Director, Assistant Director, department administrators, managers and supervisors by performing administrative duties which include the handling of confidential and time-sensitive materials.

ESSENTIAL JOB FUNCTIONS:

- Supports the director in preparing agendas and material for regular Board of Commissioners (BOC) meetings. Materials may include development of memos, JFS resolutions, and payroll paperwork.
- Communicate and collaborate with County HR relevant to Human Resource submissions and approvals on a regular basis.
- Maintain appointment schedules for the Director and Assistant Director; arrange and provide notification of meetings and prepare agendas; coordinate meetings among JFS Administrators, staff and community partners; prepare meeting agendas and minutes.
- Solicit agenda items prior to Labor Management meetings, Administrator meetings, and All Supervisors meetings.
- Compile reporting of agency goals, supervisor monthly units meetings and annual performance evaluations for the Director.
- Track, scan, and file agency probationary evaluations, and agency annual evaluations in personnel files.
- Coordinate the creation, numbering, tracking, and filing of all agency policies, procedures and relevant forms.
- Track and file county and JFS agency policy/ procedure acknowledgement forms in spreadsheet and employee personnel files.
- Coordinate and track alternative work shift selection forms for all JFS staff and enter them into the shift schedule database on a quarterly basis. Coordinate deadlines with the Director and Fiscal Administrator for RMS purposes.
- Coordinate the Annual JFS Milestone Recognition Breakfast on a yearly basis.
- Schedule, coordinate, and communicate with the JFS Succession Planning Class on upcoming meetings, volunteer endeavors, and upcoming projects, presentations, and goals.
- Prepare and email birthday cards to JFS staff on a daily basis.
- Schedule meeting room requests for JFS staff and coordinate with community partners.
- Coordinate annual ODJFS conferences and other agency training and educational opportunities; schedule agency-wide training programs for staff; gather, maintain and distribute training materials and maintain staff training records.
- Make travel arrangements, determine costs, prepare encumbrance, complete expense reimbursement forms, and create a copy to track in the travel binder, and in the agency travel expense database.
- Research and analyze information; prepare correspondence, meeting minutes, agendas, memos, tables and graphs;

create forms for administrative use; proof copies and make corrections; copy and distribute materials; prepare internal, state and/or county mandated reports.

- Prepare confidential correspondence and reports; develop and maintain confidential files; and maintain confidential employee personnel records.
- Receive, greet and direct visitors to the Director's office; handle sensitive telephone calls and timely channel calls to various parties for appropriate response; answer routine questions and inquiries from employees, clients and the public.
- Communicate decisions, assignments and directives to staff as appropriate; interpret and disseminate information; follow-up and report back to Director.
- Update and maintain agency-wide documents, manuals, policies, procedures and handbooks and maintain on shared drive for employee access.
- Assist in special projects; Serve on agency committees as required; cooperate with co-workers on group projects.
- Review and maintain PCJFS contact information with business representatives.
- Update and maintain JFS Table of Organization on a monthly basis. Coordinate with the Information Technology (IT) unit on updating the agency phone list.
- Prepare and submit surveys for JFS divisions/units when requested.
- Support and assist Director and Assistant Director with non-routine administrative tasks and major work duties.
- Keep current in area of responsibility by attending training, skill development seminars, conferences and agency meetings.
- Demonstrate regular and predictable attendance.
- Operate a motor vehicle as needed to perform the essential functions.

NON-ESSENTIAL JOB FUNCTIONS:

Performs related Essential and Non-Essential functions as needed.

I. JOB REQUIREMENTS

Systems: Ability to operate computers for data input and retrieval; proficiency in Microsoft Windows, Microsoft Office and web browsers (Internet Explorer and Google Chrome), knowledge of CRIS-E, OIES, SACWIS, ODAPS, OWCMS, SETS, CFIS, MUNIS, MITS, BUY-IN, eGateway, eQuil, CCIDS, OCLQS, Time Force, Agency's Digital Imaging systems and other systems as required by program area responsibility.

Equipment: Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, typewriter, calculator, multi-functional copier, fax machine, shredder.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies in the position:

- **Communication Skills** – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- **Customer Service** – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.

- Ethics – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- Initiative – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- Interpersonal Skills – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas and try new things.
- Planning – Establish well developed short- and long-term plans to meet future needs. Recognize progress points and monitor plans to achieve desired results. Implement contingency plans. Adhere to schedules and plans with ability to prioritize.
- Technical Skills – Thorough knowledge of federal, state, county and departmental policies, procedures and practices. Knowledge of JFS computer systems and related software packages, including policies and procedures associated with their use. Pursue training and development opportunities to continuously build knowledge and skills. Share expertise with others. Demonstrate knowledge of public administration principles.

Job Standards: Possession of an Associate's Degree in Public or Business Administration and a minimum of three (3) years experience providing clerical/administrative support to a higher level of management is required or any combination of education and experience which provides the essential knowledge, skills and abilities. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

II. DIFFICULTY OF WORK

Work consists of varied, non-standardized tasks requiring the knowledge of established policies, rules, procedures, and laws.

III. RESPONSIBILITY

Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Errors in work are detected within the office in which they occur, possibly affecting the work of others, and requiring expenditure of time to correct.

IV. PERSONAL WORK RELATIONSHIPS

Incumbent has contacts with co-workers, employees of the County, and with the general public. The purpose of these contacts is to coordinate departmental efforts internally and with other County departments and outside entities.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements: Incumbent performs sedentary work that may require lifting up to fifteen (15) pounds occasionally. Ability to operator a motor vehicle.

Physical Activity: Incumbent performs the following physical activities: talking, hearing, sitting, driving, hand tasks, and repetitive motions.

Visual Activity: Incumbent performs work where the seeing job is close to the eyes.

Job Location: Incumbent works inside with no exposure to adverse environmental conditions.