



Administrative Assistant, Toledo

Contact: If you meet the below qualifications and are interested in this position, please submit your resume to katie.blumhorst@capabilitiesinc.biz.

Reports to: Owners

Supervisor: Toledo & Findlay Branch Managers & Capabilities Office Manager

Internal Contacts: Job coaches, Job developers, administrative assistant staff

External Contacts: Businesses, employers, program participants, families, federal and state employees relating to consumer, social security administration staff, school personnel, JFS staff, DD staff, and other involved agencies under the supervision of the owner(s).

Work Environment: Office

Job Summary: This position works directly in the Toledo office to provide general clerical office support including, but not limited to, word processing, photocopying, answering the telephone, taking messages, filing, collating, monthly billing, etc. Flexibility to travel to the Findlay office and perform the same job function highly desirable.

Essential Duties

Statements included in this position description are the essential duties of the position. However, Capabilities, Inc. can allow for specific accommodations when needed. Other non-essential functions may be assigned.

Overall Organizational Expectations:

Commitment and Caring

1. Displays an overall commitment to the organization's mission, policies, and procedures, including the belief that all persons, regardless of disability, have a right to work in the community or participate in day habilitation activities of their choice.
2. Respects the employer's views and job requirements.
3. Demonstrates caring and compassion to persons served.
4. Communicates in an open, candid, tactful, consistent manner.

Accountability

1. Practices effective self-time management and work ethic, including adequate attendance and punctuality.
2. Maintains confidentiality.
3. Follows through on commitment.
4. Maintains and submits all required documentation, reports and data in a timely, complete manner.

Customer Service

1. Presents self and Capabilities, Inc. in a positive, professional manner.
2. Regularly seeks feedback and input from the consumer. Deals with consumer complaints in a consistent, timely, and professional manner.
3. Continually strives to improve services, including participating in ongoing training and continued educational opportunities.



Specific Elements of the Job

Office Support

1. Using Windows based programs, review, correct, and oversee monthly reporting documents for each consumer
2. Complete Funding Source billing forms and requests using Microsoft Word and Excel
3. Compose and edit resumes
4. Basic Filing
5. Photocopying
6. Collate Capabilities, Inc. forms of wide variety
7. Answer multi-line business phone and take messages in a professional manner
8. Keep consumer information confidential
9. Keep the owner(s) apprised of all situations relating to employees, consumers and their employers

Job Qualifications

1. A high school degree or its equivalent is required.
2. It is preferred that office staff have an awareness of and experience in working with people with disabilities. A positive attitude can be substituted for experience at the owner(s)'s discretion.
3. Demonstration of excellent oral skills, effective written skills and documentation, and strong teamwork skills.
4. Effective means of communication between all Capabilities staff members.
5. Willingness to work flexible, varying hours, including evenings and weekends as needed.
6. Knowledge of two or more of the following is preferred: computer word processing, photocopying filing, and typing (Minimum 40 words per minute).
7. Proficiency in Microsoft Word and Excel and working knowledge of Microsoft Access.
8. Cheerful, positive person who does their job with enthusiasm and exhibits this to Capabilities staff, other stakeholders, and owner(s). The office staff set the example for the operations at Capabilities, Inc.
9. Physical ability to complete day to day office duties which could include lifting up to 20 pounds, moving office furniture and equipment, and sitting for up to 4 hours at a time.