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1143 Stoneridge Drive, Unit 1 · Bozeman, MT 59718 · (P) 406-587-7786 · 800-962-0418 · (F) 406-587-1682

**JOB TITLE: Administrative Assistant**

**SUMMARY:**

The primary responsibilities include assisting with basic data entry, answering clients' requests for forms and information. Duties as receptionist including greeting clients/visitors and answering the telephone/referral of calls for appropriate action. Also includes providing general office upkeep/image maintenance.

**RESPONSIBILITIES AND DUTIES:**

1. Work cooperatively with the Office Manager and staff for smooth agency operation including assisting with daily operations, projects and other duties as assigned.
2. Follows both specific and general directives working under the direct supervision of the Office Manager.
3. Performs receptionist duties to include, but not limited to
  - a. Offers professional and courteous reception services giving exceptional customer service
  - b. Develops and maintains working knowledge of agency programs and services
  - c. Answers inquires by telephone, in person, and through web site
  - d. Directs all calls, clients and visitors to appropriate staff person or service
  - e. Receives, logs in and distributes all office mail
  - f. Orders office supplies
  - g. Performs other duties as assigned for smooth and efficient functioning of the agency
4. Provide General Administrative Support including:
  - a. Edits and proofreads various documents
  - b. Takes comprehensive notes during staff meetings, prepares staff meeting minutes and distributes to all staff members
  - c. Logs in checks
5. Provider Services duties to include, but not limited to:
  - a. Assists in the arrangement of training space
  - b. Responds to provider calls regarding training
  - c. Assists with the production of the annual training calendar
  - d. Assists the provider services coordinator with arranging annual spring conference
  - e. Maintains form wall files in training room, updating all brochures and forms
  - f. Support provider services coordinator in organizing and maintaining training room
6. Family Services duties to include, but not limited to:
  - a. Photocopies and prepares educational material (parent, Super Sitter, and application packets) as needed by Family Services staff

7. Office maintenance and appearance
  - a. Responsible for overall appearance (organized, neat); at the end of day make sure lobby area is clean and neat, tidy kitchen each day
  - b. Empty recycle bins when full
8. The Administrative Assistant is encouraged to work with the Assistant Director to develop a volunteer base to assist with above assigned duties.
9. Social media responsibilities
  - a. Build and execute social media strategy through competitive research, platform determination, benchmarking, messaging and audience identification.
  - b. Generate, edit, publish and share daily content (original text, images, video or HTML) that builds meaningful connections and encourages community members to take action.
  - c. Set up and optimize company pages within each platform to increase the visibility of company's social content.
  - d. Moderate all user-generated content in line with the moderation policy for each community.
  - e. Create editorial calendars and syndication schedules.
  - f. Continuously improve by capturing and analyzing the appropriate social data, insights and best practices, and then acting on the information.
  - g. Collaborate with other departments (family services, food program, provider services, etc.) to manage reputation, identify key players, and coordinate actions.
10. General Work Characteristics
  - a. Complies with all CCC Employee and Fiscal Policies
  - b. Ensures outstanding customer service and effective conflict resolution
  - c. Completes assigned work in a timely manner
  - d. Submits completed time sheets in a timely manner and submit leave requests well in advance of anticipated leave
  - e. Behaves as a courteous and responsible representative of CCC in interacting with other staff and community members
  - f. Further promotes CCC and its mission to community members, potential donors, clients and policy makers as directed