

## **JOB DESCRIPTION**

### **KING COUNTY 211 ADMINISTRATIVE ASSISTANT**

**Job Summary:** The King County 2-1-1 Administrative Assistant provides administrative support for programs within 2-1-1, and works within a team that values hard work and cooperation. This includes compiling data and completing reports for the program manager, maintaining and updating forms and documentation needed, and supporting monthly staff meetings.

**Qualifications:**

- Minimum of 2 years general office experience
- Minimum of one year of data entry experience.
- Error free data entry skills
- Proficient at word processing using Word, Excel spreadsheets and other data bases as needed.
- Dependability and reliability required.
- High attention to detail with proven skill producing error-free, professional-looking documents and other materials.
- Able to consult appropriately with supervisor.
- Able to understand priorities of projects in order to meet different deadlines.
- Able to do multiple tasks with many interruptions and distractions.
- Excellent telephone skills, with friendly, helpful demeanor.

**Supervisory Responsibilities:** None

**Position Reports To:** King County 2-1-1 Program Manager

**Compensation:** \$15.75/hour

**Status:** Full Time/Non-Exempt

**Last Updated:** May 14, 2019

**To Apply:** Submit resume and cover letter to [lrigert@crisisconnections.org](mailto:lrigert@crisisconnections.org)

Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.

**KING COUNTY 211 ADMINISTRATIVE ASSISTANT  
JOB COMPETENCIES**

**ADMINISTRATIVE RESPONSIBILITIES**

**90%**

- Monthly Personnel Performance Report
  - Collects data from appropriate databases
  - Enters data into Performance Report Spreadsheet
  - Submits to 211 Manager by the 10<sup>th</sup> of the month
- Collects call QA scores, total calls logged, and additional RAP Time and enters in excel spreadsheet.
- Downloads calls recorded the previous day, saves and electronically files in the "I" Drive.
- Updates all training manuals and materials from instructions given by 2-1-1 Manager.
- Assists 2-1-1 Manager in preparing for the monthly staff meeting
- Supports the 2-1-1 manager in hiring process, by conducting phone screens, scheduling in-person interviews and listening shifts
- Creating new hire packets and setting up credentials in database

**QUANTITY AND QUALITY OF WORK/WORK HABITS**

**10%**

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Follows personnel policies and procedures.
3. Written and verbal communication is clear, concise, accurate and thorough.
4. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback.
5. Shows respect to co-workers, volunteers and customers/clients.
6. Makes appropriate use of supervisor.
7. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
8. Suggests solutions to identified problems.