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**Administrative Program Support II**

**JOB DESCRIPTION**

**Job Summary**

The Administrative Program Support II position serves as the primary administrative support to assigned Program Staff. Incumbents must possess the ability to independently deliver a high level of communication, administrative, and project management skills required for procurement activities, coordination of meetings and trainings, event planning, and special projects. The position is highly visible and interfaces with the public including Funded Partners, community members, public officials, department heads, consultants, and various entities supporting early learning opportunities in Monterey County. Duties performed include preparation of documents and reports, the use of office technology, compiling records, organizing and maintaining files, posting information, greeting/referring/assisting visitors/clients/staff/others, and photocopying. The completion of work often involves a public contact role to obtain, clarify, or provide information regarding activities of the First 5 Monterey County and the Bright Beginnings Initiative.

The Administrative Support Level II is distinguished from the Level I in that the Level II is expected to perform the full scope of work and perform with an increased level of autonomy and independent decision making. The Administrative Support Level II position requires the ability to work with minimal supervision, exercise superior independent judgment, and deliver a high level of completion and accuracy of assigned duties in a timely manner. See Distinguishing Characteristics table below for more information.

**Duties and Responsibilities**

General Support

* Open and close the office daily.
* Maintain and update a daily priority/to-do list.
* Timely completion, processing, and organization of interoffice forms such as mileage reimbursement, leave requests, travel forms, expense reimbursement, MAA tracking, etc.
* Stocking and organization of appropriate supplies to printing, meeting, and storage areas.
* Meeting Planning - including coordination of all logistics, handout assembly, solicit assistance from other staff as needed. (See Meeting/Event Planning area).
* File – prepare and maintain accurate and organized electronic and paper file systems.
* Initiate, coordinate, and manage travel arrangements.
* Manage calendars and scheduling – include travel times and details of events.
* Book workshops, trainings, and conferences.
* Provide welcoming initial contact and assistance to visitors.
* Answer, screen, and route incoming telephone calls to staff. Maintain call logs as directed.
* Proactively schedule, prepare for and attend regular check-in meetings with assigned Program Staff for calendar review, feedback, strengthening teamwork, and setting review goals and priorities.
* Gather information and conduct research via telephone, e-mail, and internet, as directed.
* Creates surveys, coordinates survey administration (e.g., sending surveys, reminders), and generates data files and reports using Survey Monkey as directed.

Communications:

* Print, record, organize and filie communications.
* Update the Bright Beginnings and F5MC Websites as needed.
* Maintain agency contacts in databases.
* Generate correspondence, letters, reports, and other materials as assigned.
* Send documents for translation in accordance with the pre-established process. Coordinate the development of documents, flow charts, and visual aids. This includes, but is not limited to, drafting, proofreading, formatting, and printing.
* Coordinate and manage related meetings and events (See Meeting/Event Planning area).

Contracts

* Support supervisors with the contracts and contractors including: answering/fielding contract questions, setting up meetings, budget tracking etc.
* Review submitted invoices.

Procurement

Efficiently manage procurement processes for goods and services in accordance with established policies and procedures including, but not limited to:

* Define scope of the purchase.
* Establish and monitor timeline for procurement processes. Add timeline dates to shared calendar and set reminders. Research and document information regarding purchases.
* Coordinate assembly of all information required to complete purchase.
* Prepare procurement documents for approval.
* Establish and maintain electronic and paper files for procurement processes.
* Support the Administrative Manager in receiving and filing of public procurement process documents (RFQ's, RFP’s, etc.).
* Coordinates the overall public procurement process including interviews, emails, and timeline.

Meeting and Event Planning Support

* Coordinate, schedule, takes minutes, and manage all aspects of events, meetings and trainings. Specific meetings vary by Program Officer, but include several meetings a month.
  + Manage mailings and coordinate invitations, responses, registration and attendance for meetings, trainings, and events.
  + Proactively coordinate and manage resources required for successful events, including facilities, food/beverage service, speakers, enrollment, technology, interpretation, transportation, edge-care, and other services.
  + Pack and transport all supplies needed for meetings including, food/beverages, utensils, presentations, laptops, projectors, etc.
  + Uses initiative to ensure that tasks are assigned and communicated clearly to related staff and others as appropriate.
  + Identify needs for and manage the purchase and preparation of all supplies, materials, and handouts required for meeting.
  + Distribute agenda and other materials prior to each meeting to all attendees.
  + Attend meetings and take notes throughout, and type up notes from boards, flip charts, audio recordings, and other meeting materials.
  + Facilitate the administration of any meeting monitoring and evaluation data collection.
* Assist the Administrative Manager to prepare for Commission Meetings, which includes assembling meeting packets, delivery of packets, room set-up and other duties as needed. Assists the Administrative Manager in research and coordinating of facilities and services for Commission meetings/retreats.
* Collate and summarize meeting evaluation results as requested.
* Provide ongoing support for tasks, schedules and budget for meetings and events.
* Coordinate event set-up and breakdown activities.

**Qualifications**

### Skills and Abilities

* Strong communication skills, both written and verbal, including the ability to listen attentively, clearly verbalize needs and requirements, convey information and ideas through a variety of media to individuals or groups, ability to adjust language or terminology based on audience, ability to use correct grammar, organization, and structure to prepare and produce accurate documents.
* Bilingual Spanish, written and oral, is highly desired.
* Demonstrated competency with operation of standard office equipment including but not limited to computers (HW/SW), printers, copiers, multi-line telephones, scanners, and other relevant software and systems to meet work needs.
* Consistent attention to detail is essential including the ability to establish, organize, and maintain accurate filing systems, knowledge of data collection, and storage to compile, assimilate, and organize printed and electronic information.
* Ability to consistently meet time sensitive deadlines with quality results.
* Strong ability to work independently and use good judgment with minimal direction including the ability to understand issues, and identify challenges and opportunities to determine the appropriate course of action.
* Ability to demonstrate an understanding and awareness of program services, policies, and procedures; ability to demonstrate and apply this knowledge in performance of office support tasks; and ability to explain and interpret program information effectively.
* Ability to organize and prioritize multiple assignments and projects.
* Ability to facilitate the flow of work, facilitate or direct the office support activities and coordinate work with staff and work respectfully and cooperatively with others; ability to maintain internal and external contacts for work coordination.
* Willingness to provide support wherever requested and to replace other administrative support positions in a temporary capacity if needed.
* Available to work before or after regularly scheduled hours, on occasion, to attend meetings, trainings, staff events or complete assignments to meet required deadlines.
* Some overtime may be required including some evenings and weekends.

**Other Requirements:**

* Intermediate to advanced knowledge of Microsoft Outlook, Word, and Excel.
* Working knowledge of PowerPoint.
* Availability to travel independently within Monterey County to perform duties as assigned.
* Eligible to work in the United States.
* On-time arrival and full-time presence at F5MC’s office or F5MC designated location is an essential function of the job.
* Must have the ability to work cooperatively within this highly collaborative and diverse work environment.
* A certain level of English proficiency is essential to the position. Bilingual/bicultural applicants are encouraged to apply.

**Physical and Sensory Requirements:**

The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Mobility to work in a standard office environment and attend off-site meetings; mobility and manual dexterity to use standard office equipment and handle documents; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.
* Mobility, flexibility, gross body coordination, and dexterity sufficient to stand, sit, walk, stoop, reach, bend, twist, and turn.
* Ability to frequently lift and/or move up to 25 pounds, and occasionally move up to 50 pounds.
* Ability to sit for extended periods of time.

**Experience/Education/Training**

Any combination of education, work experience and training which substantially provides the knowledge, skills and abilities as stated in this job description will be considered. This may include a high school diploma or equivalent and four to five years of administrative support; Associate degree or Bachelor’s degree with two to three years of experience.

**Salary:**

This position is classified as Administrative Support II and is a full-time non-exepmt position. First 5 Monterey County offers an attractive compensation and benefits package. The benefits package includes medical, dental, vision care, company paid life insurance, vacation, and a retirement plan that includes an employer contribution. Regular office hours are M-F from 8:30 am – 5:00 p.m. and a full-time schedule consist of 7.5 hours per day (37.5 hours per week).

**DISTINGUISHING CHARACTERISTICS**

**Administrative Support I** - This class is distinguished from the Administrative Support II by the performance of the more routine tasks and duties assigned to the position within the series, including but not limited to routine recordkeeping, filing, typing, and answering phones. This level is expected to work independently and use good judgment with minimal direction on tasks having established precedents and limited impact, and to also recognize when to refer non-standard questions and issues to higher levels.

**Administrative Support II** - Employees within this class are distinguished from the Administrative Support I by the performance of a full range of more advanced duties as assigned. This level is expected to work independently and use good judgment with minimal direction. Employees at this level receive only minimal instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

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| **Competency** | **Level I** | **Level II** |
| ***Communication-Verbal*** | Responds to questions/issues that are consistent with standard operating procedures by determining and consulting appropriate resources such as policies, manuals or other staff. Responds to requests for program and procedural information from clients and/or public using established guidelines. Uses knowledge of standard operating procedures when contacting service recipients, vendors, or clients to provide or obtain information. Schedules and coordinates appointments, meetings and events as directed. Screens and directs clients /visitors to appropriate source. | Responds to questions/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals or other staff. Responds to requests for program and procedural information. Contacts service recipients, vendors, or clients to provide or obtain information. Independently schedules and coordinates appointments, meetings and events. |
| ***Communication-Written*** | Gathers readily available information from office records to draft routine e-mails, memos and other documents with guidance using standard formats. Proofreads documents for grammar, spelling, punctuation, and basic formatting. Provides answers to requests for general information in written format. | Composes written communication. Composes correspondence involving program or operational procedures independently from general instructions or brief summaries. |
| ***Office Technology*** | Uses a variety of office equipment information systems (e.g. telephone, computer with standard software, fax, copier, etc.) to access, input, and verify standard information.  Operates and performs tasks to maintain equipment with a general understanding of its capabilities. | Selects, understands and fully applies features of a variety of software programs, machines or office equipment that will produce the desired results. |
| ***Work***  ***Coordination*** | Coordinates tasks and establishes priorities in response to work flow of the office or work unit. | Plans and facilitates the support activities of an office or work unit; coordinates with others to complete tasks. May serve as an office coordinator for a work unit. |
| ***Problem Solving*** | Identifies and recognizes problems that have established precedents and limited impact. Refers non-standard questions and problems to higher levels. | Assesses and may resolve unprecedented problems that require research and review of policy and procedures. Applies judgment for problem resolutions based on delegated authority from supervisor. |
| ***Reasoning*** | Understands general operation of functional unit, to include knowledge of staff and program responsibilities. Applies knowledge necessary to provide answers to “frequently asked questions”. Uses general knowledge of program procedures, methods and practices to refer clients to resources. | Understands programs and services to apply this knowledge in problem-solving and responding to most questions and inquiries, including complex and unprecedented ones. Uses program knowledge to interface with other offices and organizations. |
| ***Information/ Records Administration*** | Uses established filing and data systems, functions, and/or procedures. Reviews data and information for completeness and accuracy using standard guidelines. | Records, compiles and summarizes data using established format. Compiles and organizes information from different sources to develop reports and data. Provides input on improving organizational systems that improve efficiencies. |
| ***Budgeting*** | Assists with data input of tracking and reporting information. | Monitors and reconciles departmental or program budget and tracks travel and office expenditures. |