

**POSITION TITLE:** Administrative Assistant  
**Hiring Range:** \$14/hr to \$15.25/hr

**Classification:** Full-Time  
**FLSA Status:** Non-Exempt

**SUPERVISED BY:** Program Manager

**Location:** Albuquerque, NM

**JOB SUMMARY:** The Administrative Assistant is an integral member of the VIC organization and works collaboratively with all staff to support the mission of the VIC and represents its values when interacting with clients and the community. This position is a key link in providing assistance with the daily administrative functions of the organization and ensures standard administrative duties are completed daily and new tasks assigned are completed in a timely manner. The Administrative Assistant is the face of the organization and welcomes, greets and assists visitors, clients, and callers. Duties will include:

**ESSENTIAL JOB FUNCTIONS:**

- Answers telephone calls and coordinates messages with appropriate VIC staff member
- Provides information on programs or services to clients and guests by phone, email and in person, directing them to the appropriate staff
- Conduct initial screening and interviews to determine eligibility for services; collect required documentation In Accordance With policies and procedures
- Coordinate for transport of Veteran or Family to VIC offices with in-house assets or community service providers, as necessary
- Use non-judgmental approaches to discussions and problem-solving for high-barrier individuals including criminal histories, mental illness or personality disorders
- Assemble files for eligible applicants and submit to the Program Manager for review and referral to appropriate case managers
- Refer ineligible Veterans to appropriate community programs and services through knowledge and experience in community programs
- Schedule and conduct client interviews via telephone or web-based tools
- Orders and receives facility & program supplies for staff in accordance with purchasing protocol
- Arranges maintenance for major office equipment such as the copier and the printer. This includes liaising with the vendor when such equipment is malfunctioning and making sure the equipment is thoroughly stocked with paper, toner, etc.
- Work independently, and as a team, to achieve programmatic goals and objectives
- Excellent customer service skills
- Detail-oriented with excellent organizational and time management skills
- Excellent interpersonal and written communications skills
- Evenings may be required (with advance notice)
- Perform other duties as assigned

<b>Minimum Qualifications</b>	One (1) to two (2) years of education that prepares you for the responsibilities of the position
	Two (2) or more years of customer service experience
	Proficiency using MS Office and Windows OS
	* <i>Experience may be substituted in lieu of educational requirements</i>
<b>Preferred Skills</b>	Bi-lingual a Plus; Two (2) or more years of college or education
	Experience in community outreach with vulnerable populations
	Knowledge or training in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
	Familiarity with different ethnic and cultural groups
	Intermediate or advanced computer skills using MS Office and Windows OS
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
<b>Client-Focused</b>	<ul style="list-style-type: none"> <li>• Empathize with homeless Veterans and families while determining eligibility for VIC and other community resources to help meet their needs</li> <li>• Respect the needs of those in poverty and the difficulties in reaching out for assistance</li> <li>• Attend formal and informal, in- and out-of-state, training on mental health, crisis intervention, advocacy and other topics that enable you to perform your duties</li> </ul>
<b>Judgment and Decision Making</b>	<ul style="list-style-type: none"> <li>• Evaluate conversations and determine eligibility for programs, needs, and services</li> <li>• Use ethical, honest and logical judgment when making recommendations for enrollment of Veterans or Families into VIC programs and services</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicate effectively both orally and in writing</li> <li>• Convey the mission of the VIC and the need of at-risk and homeless Veterans &amp; Families</li> <li>• Track and maintain written records and reports of work and outreach efforts</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Understand federal, state and local social services and assistance programs including financial, housing, nutrition, medical and mental health</li> <li>• Adhere to HIPPA and PII guidelines and safeguard information of clients</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate in community meetings that use a collective approach to problem-solving</li> <li>• Manage individual workload and provide support to team members when needed</li> </ul>
<b>PHYSICAL REQUIREMENTS</b>	
<b>Constant</b>	Communicate with difficult clients
<b>Frequent</b>	Record information, personal data and interpret government documents
<b>Frequent</b>	Drive safely and recognize hazards
<b>Occasional</b>	Work in difficult weather and environments
<b>Occasional</b>	Travel over 24 hours for work-related events and training
<b>ADDITIONAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Valid US Driver License, Proof of Current Insurance, Use of Reliable POV</li> <li>• Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years</li> </ul>
	* <i>Criminal History does not automatically exclude applicant from potential hiring</i>
<b>WORKING CONDITIONS</b>	Indoor: 70% - Office environment
	Outdoor: 30% - All weather conditions and variable temperatures