

Southwestern Wisconsin Community Action Program, Inc.

Job Description

Job Title: Admin Assistant- LIFT

Exempt (Y/N): No	SALARY LEVEL: Grade 2
DEPARTMENT: LIFT	SUPERVISOR: Mobility Manager
PREPARED BY: SWTT	DATE: 4/5/2010
APPROVED BY: Wally Orzechowski	DATE:

SUMMARY: Provide high-level administrative support to the Mobility Manager by preparing statistical reports, handling information requests and performing clerical functions such as preparing correspondence, customer service to the public and other transportation providers, assisting in finding transportation and/or scheduling of rides, maintain database of providers, billing for rides. Assist in monitoring expenses and budget. Work with partner agencies and volunteers to assist in the coordination or provision of transportation activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide information on area transportation programs
- Greet public, determine eligibility, and assign rides to appropriate transportation provider
- Coordinate riders and drivers in volunteer driver program as well as billing for the ride
- Prepare invoices, reports, memos, letters, financial statements, brochures and flyers and other documents using appropriate software
- Open, sort and distribute incoming correspondence including faxes and email
- File and retrieve documents, records and reports
- Monitor and update transportation database for accuracy
- Keep records of volunteer driver availability, proof of insurance and assign rides to driver
- Work as part of a team to provide transportation to those who seek assistance
- Assist with recruiting volunteer drivers to fulfill unmet rider needs
- Assist Mobility Manager in meeting the requirements of grants received

SUPERVISORY RESPONSIBILITIES: Volunteer drivers.

MINIMUM QUALIFICATION:

- The ideal candidate will be self-motivated and energetic and able to manage their time
- Must be skilled in the use of MS Office and be able to demonstrate their ability to learn new computer programs with the ability to follow the help menus or guides
- Experience in working with people with all ages and disabilities in providing good customer service
- Have an understanding of basic business etiquette is required
- Must possess the ability to apply common sense understanding to carry out instructions furnished in written and oral form
- Have strong interpersonal, organizational, communication and problem solving skills
- Must be able to operate office equipment such as copier, fax, printers, multi-line phone system,

- scanner and adding machine
- One year experience in performing administrative duties
- Be reliable, responsible and dependable in fulfilling job obligations

ABILITIES REQUIRED:

- Ability to communicate effectively on the telephone, in writing and in person
- Ability to give full attention to what others are saying, understand their needs and ask appropriate questions in order to meet those needs
- Ability to perform tasks with minimal supervision or oversight
- Ability to write routine reports and correspondence
- Ability to speak effectively with customers, including people with disabilities and seniors, required
- Ability to solve practical problems and deal with a variety of client/transportation situations where only limited standardized procedure is provided
- Ability to review work for completeness and thoroughness including the work of others in the LIFT office
- Ability to be sensitive to the needs of others and their feelings and being able to understand their needs

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license and reliable motor vehicle with Wisconsin liability insurance.
- Individual is expected to use personal vehicle for travel within the State of Wisconsin.
- Must pass a criminal background check.
- Must be able to maintain the confidentiality of any information encountered.
- Occasional lifting up to 25 pounds, reaching, climbing and stooping.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Some evening and weekend work may be required.

Southwestern Wisconsin Community Action Program, Inc. (SWCAP) is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the SWCAP will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

LIFT Program

Southwest Community Action Program

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