

Nature of Work:

This is very responsible administrative and supervisory work overseeing and assisting with the daily operations of the Community Services Block Grant, Low Income Energy Assistance Program, Commodity Program, Homeless and other agency programs. Activities associated with the job include determining eligibility for each program, preparing and maintaining all financial records, monitoring commodities inventories and preparing monthly and annual reports. Additional activities include supervising the activities of support staff, referring clients to appropriate resource providers for assistance, maintaining productive relationships with service providers, maintaining a client tracking system and compiling program data and statistics. The incumbent is also responsible for general administrative duties including typing correspondence, handling phone calls, assisting with reports and filing documents, formatting and duplicating forms for program use, data entry responsibilities and assisting clients with questions and concerns. Job responsibilities require considerable knowledge of the regulations and guidelines for each program, ability to assist with daily office administrative functions, supervisory experience and strong organizational, interpersonal and administrative skills. Job performance is evaluated by the Executive Director through review of the level of assistance provided for clientele, efficiency and effectiveness of program operations, accuracy, thoroughness and timeliness of financial transactions and related reports, effectiveness of services provided to constituents and organizational, interpersonal and decision making skills. Job activities are also subject to programmatic and independent audits.

Illustrative Examples of Work:

- Ensures that all policies and procedures are followed to ensure compliance with federal, state, and local regulations.
- Supervises and directs the activities of program support staff located at Neighborhood Service Centers.
- Ensures the maintenance of accurate and thorough records for all agency contacts, participants and applicants both manually and through data entry.
- Implements program components and participates in the outreach and recruitment of participants.
- Establishes and maintains productive relationships with local and regional service providers to coordinate referrals and prevent the duplication of services.
- Assists with the preparation and maintenance of all correspondence for services offered by the agency.
- Prepares monthly signature sheets for TEFAP distribution.
- Maintains the minutes for meetings related to programs.
- Prepares vouchers, letters and maintains a running balance of all funds being processed, paid and/or waiting for payment.
- Provides intake and application functions for services provided by the agency.
- Performs general administrative functions including typing correspondence, assisting with reports, filing documents, answering phones, etc.
- Prepares various legal contracts including energy supplier contacts when necessary.
- Formats and duplicates forms for program use.
- Assists with conducting and/or participates in training sessions for staff, contractors, and vendors on issues pertaining to funding, program requirements, etc.
- Assists applicants and/or clients with issues and concerns regarding the agency programs.
- Assists county target area groups with coordinating their efforts with program guidelines and Community Action Agency objectives.
- Performs the duties and responsibilities of a Neighborhood Service Center Supervisor when necessary.
- Maintains the filing system and maintains logs for the client tracking system.

- Performs data entry duties for the programs by entering applicant information, processing and completing status letters to clients.
- Prepares vouchers and payment requests when required.
- Assists with insuring that appropriate closeout procedures are conducted for each client served.
- Performs related work as required.

Necessary Requirements of Work:

Graduation from an accredited high school (Associate Degree preferred); considerable knowledge of LIHEAP, Commodity, Community Services Block Grant, etc.; a minimum of two years experience working in an administrative setting; strong organizational, interpersonal and decision making skills; supervisory experience; considerable experience in working with the public; strong accounting and financial management skills; or any equivalent combination of education and experience to provide the following knowledge, abilities, and skills:

- Thorough knowledge of the regulations governing the programs for which you are responsible.
- Thorough knowledge of regional and local social service agencies that provide emergency assistance to the low income population.
- Considerable knowledge of modern accounting practices and procedures including reconciling accounts utilizing a system of offsetting debits and credits.
- Considerable knowledge of office administration methods and practices including the creation and storage of program related records and documentation.
- Considerable knowledge of acceptable format and grammatical use for business related correspondence and reports.
- Considerable knowledge of grant application and preparation procedures and protocols.
- Considerable knowledge of effective supervisory techniques and practices including the selection, evaluation, motivation, discipline, and/or discharge of staff.
- Ability to communicate effectively with government officials, staff, property owners, vendors, contractors, and the public.
- Ability to interact in an effective and compassionate manner with individuals from a variety of socio-economic backgrounds.
- Ability to effectively supervise and direct the activities of support staff.
- Ability to maintain and adhere to established policies and procedures established to ensure program compliance.
- Ability to perform basic mathematical calculations including addition, subtraction, multiplication, and division.
- Ability to maintain program related records and documentation in an organized and accessible manner.
- Skill in the operation of modern office equipment including computer terminals, microfiche readers, copiers, Fax Machines, calculators, and telephones.
- Skill in the use of computer software programs including spreadsheet, database management, word processing and proprietary applications (approximately 45 wpm).

Necessary Special Requirements:

- Possession of a valid Tennessee Driver's License and the ability to be insured at standard vehicle liability rates.
- The incumbent must pass pre-employment and random drug testing.
- Bilingual preferred (English/Spanish).

Note: This job description is not intended to be all inclusive; employees may perform other related duties as negotiated to meet the needs of the organization.

Highland Rim Economic Corporation – 6-18-2015

Signature _____ Date _____ Initials _____