



## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>CENTER ASSISTANT</b>	<b>DEPARTMENT</b>	<b>COMMUNITY SERVICES</b>
<b>REPORTS TO</b>	<b>CENTER SUPERVISOR</b>	<b>FLSA EXEMPTION STATUS</b>	<b>NON-EXEMPT</b>

### ORGANIZATION OVERVIEW

Project BRAVO builds bridges to opportunities that help individuals and families thrive in our community. Project BRAVO is a private nonprofit 501 (c) (3) corporation founded in 1965. It is the designated Community Action Agency (CAA) for El Paso County. Project BRAVO is funded by the Texas Department of Housing and Community Affairs through the Community Services Block Grant (CSBG) and various other funding sources. Project BRAVO provides services to approximately 20,000 individuals annually, operates six centers across El Paso, and provides programs and services including: Health & Wellness Resources, Intensive Case Management, Utility Assistance, Weatherization & HVAC Repair, First Time Homebuyer Education, Foreclosure Prevention, and Affordable Housing Apartments.

### POSITION OVERVIEW

This position provides support to the Center Supervisor and Staff at the Project BRAVO field location.

### RESPONSIBILITIES

- Performs a variety of secretarial and administrative duties for assigned site supervisor and staff.
- Performs office functions such as coordinating appointments for case workers requesting consumption reports.
- Providing copies of forms needed by case workers for programs, staff timesheets, monthly reports, purchase requisitions; mileage reports, arranging, meeting and receiving and answering mail.
- Send commitments to main office and insure delivery.
- Uses personal computers and standard desktop software to compose reports, correspondence, and memorandums; review drafts and finished documents for appropriate grammatical usage; answers questions relating services.
- Greet clients and direct visitors in a courteous professional manner, answer any inquiries on agency programs referred to Caseworkers.
- Sets up and maintain alphabetical, numerical client files.
- Answer telephone calls and make proper transfers, maintain messages. Review that all documentations required from clients is available to caseworkers.

### DELIVERABLES

- Schedule appointments and ensure that clients are informed of the required documents by discussing them with the customers.
  - Establish if client is new or returning by asking questions.
  - Provide excellent customer service.
  - Ensure that commitments are delivered to the Community Center Secretary on a daily basis.
  - Provide accurate reports for such information as sign-in logs, payroll signature forms, appointment log, and accurate and completed purchase requisition.
  - Maintain and label file folders.
  - Answer phones, check messages, ensure message is taken and relayed, and persons placed on hold are attended to and directed to the appropriate person.
  - Create forms whereby information related to tasks such as submitting consumption reports, commitments, and LIR's.
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- Manage the schedules, meetings and correspondence of a Supervisor
  - Proven successful experience with using the following Microsoft Products; PowerPoint, Excel, Word; ability to learn other decision support desktop software applications used to support the agency
  - Experience with mileage reports, and time sheets
  - Proven ability to interact effectively with all levels of employees throughout Project Bravo
  - Proven successful with building and maintaining excellent customer relationships
  - Demonstrate effective teaming skills; proven listening skills and understanding the importance of needs of the customer
  - Excellent verbal/written skills: Demonstrate effective communication both written and verbal
  - Ability to analyze and troubleshoot problems quickly and work the resolution to completion
  - Bilingual English/Spanish preferred.

#### **EDUCATION, EXPERIENCE, AND QUALIFICATIONS**

- High School Diploma or equivalent/combined education, with additional specialized training in specific aspects of job functions and/or demonstrated ability to perform assigned tasks and 3 years of experience.

#### **PHYSICAL**

- Sit, stand, stoop, talk, walk, push, pull, and carry 15 lbs., reading and writing.
- Nature of overall responsibility involves frequent exposure to pressure.
- Must be able to drive, travel out of town and have access to an insured motor vehicle for work related travel, and have a valid driver's license

**This job description is intended to describe the nature and level of work being performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities and duties required of the job incumbents.**

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Upon review of the job description and requirements:

- I am able to perform the essential functions of the job.
- I am not able to perform the essential functions of the job without accommodations.

Please list the accommodations needed to perform the job functions.

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- I am not able to perform the essential functions of the job even with accommodations.

I have received a complete copy of the job description and understand the requirements of the job.  
This job description has been reviewed with my Supervisor.

Employee Name (Please Print): \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Date Received: \_\_\_\_\_

Supervisor Name (Please Print): \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date Reviewed: \_\_\_\_\_

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