



Department: Fuel Assistance	Job Description
Job Description Title: Administrative Assistant II	FLSA Status: Non-Exempt
Accountable To: Fuel Assistance Department Director	Position Status: Temporary / Full time / Part time / Grade 9 / \$15.98 ph
Prepared By: HR	Revision Date: July 1, 2024

CAPNM is an Equal Opportunity and Affirmative Action Employer

Job Summary:

Provide clerical and general administrative support to the department and agency staff. Deliver holistic Client Advocacy by providing educational information and meaningful referrals to other Agency and Community Partner programs that would be beneficial in meeting additional identified needs of the Client. Protects Agency interests by adhering to established compliance standards.

Essential Duties and Responsibilities:

- Administrative and clerical support

Performs administrative and office support activities for multiple LIHEAP staff members. Duties include fielding telephone calls, receiving and directing visitors, word processing, creating and maintaining spreadsheets, data entry and filing. Extensive software skills are preferred, as well as Internet research abilities and strong communication skills.

Duties also include greeting and assisting clients with paper work and applications, answering and transferring telephone calls, and provide general information about the Agency to the public and clients.

May assist in overflow work from other Administrative Assistants.

- Other duties and responsibilities as assigned and required

Minimum Qualifications (Experience/Education):

- High School diploma or equivalent preferred

- One year of general office work experience
- Experience working with people from various socio-economic and educational backgrounds
- Good organizational skills
- Knowledge of general office equipment such as copiers and fax machines and multi-line phones
- Good interpersonal and verbal and written communication skills
- Must possess and maintain valid Montana driver's license
- Must have proof auto insurance required if using agency vehicle
- Must be insurable under CAPNM's auto liability insurance per insurance carrier's requirements

Physical Demands & Working Conditions:

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

- Requires regular on time attendance and appropriate attire
- Continuous sitting
- Some standing and walking, bending, stooping and squatting
- Full use of hands and arms
- Frequent keyboard use
- Repetitive movement, especially with hands and arms
- Grasping
- Lifting, carrying, pushing or pulling up to 25 lbs. occasionally
- Normal hearing both in conversation and with a telephone
- Frequent speaking in a clear and understandable manner
- Good close, distant and peripheral vision
- Work in a clean office with moderate noise levels sometimes in confined spaces
- Work requiring frequent attention to high detail
- Frequent deadlines
- May travel by auto with exposure to traffic in year-round weather conditions and overnight stay.
- Some exposure to offensive language, angry clients and threats
- Some exposure to annoying odors
- Day shift

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

No description of the responsibilities and performance can fully detail those required for the position. The employee demonstrates a proven commitment to the mission of the Agency and is one from whom thoughtful recommendations and resolutions are expected. They demonstrate a passion for integrity, honest interaction and professional excellence.

They are discreet professionals in handling the important information to which they are entrusted.

THEY MAKE POSITIVE THINGS HAPPEN.