

Partnership For Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: **Information Referral Assistant**

Hiring Range:

MIN **MAX**
\$10.56/hr **\$11.88/hr**

Supervisor's Name and Title:

Resource Manager

FLSA Status:

Regular, Part-Time, Non-Exempt:

Date of Next Review:

Primary Purpose of Position:

The Information Referral Assistant (IRA) provides information and referral through phone calls and greeting visitors to the Family Resource Center (FRC), provides administrative support for the staff, and assists with special projects related to the operations of the Family Resource Center.

Primary Duties and Responsibilities:

Information and Referral: The IRA greets visitors entering the FRC complex, processes incoming telephone calls to appropriate staff and FRC tenants using a multi-line telephone system, and takes messages when necessary. The IRA provides general information to the public regarding programs and services and provides more in-depth information and referral as needed. The IRA attends all pertinent PFC meetings to stay abreast of information related to the community and available resources, maintains the web calendar of events, ensures the information boards are current, and maintains the brochure racks in conjunction with the Community Engagement department. The IRA also maintains a scrapbook of PFC and community related articles from the newspaper.

Administrative Support: The IRA provides administrative support to the PFC staff as needed; processes all incoming mail by opening, date stamping and distributing to the appropriate persons, receives all packages and parcels and shares the receiving function with the appropriate, designated individual(s); operates the photocopy machine, fax machine, postage meter, and the computer for administrative tasks. The IRA collects payments, writes receipts and completes check/cash transfer forms on a daily basis.

Information Referral Assistant (continued)

Page 2

Special Projects Support:

The IRA maintains the calendar of conference room availability and schedules the conference rooms within FRC, and creates conference room utilization reports from the data management system. During workshops and meetings, the IRA ensures that the FRC is accessible, coordinates the needs of trainers and meeting participants and ensures that rooms are restored to their original state. The IRA oversees temporary workers, trains interns, and assists partnering tenants and contractors.

Additional Duties and Responsibilities

In the event the IRA possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities; Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

The IRA is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS :(4)

Non-Exempt/Exempt Non-Supervisor

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times.
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor.
3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources.
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others.
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures.

Information Referral Assistant (continued)

Page 3

6. Communicates ideas/information for improving efficiency/procedures/cost control.
7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization.
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position.
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients.
10. Acknowledges and abides by all PFC established policies and procedures.

Knowledge, Skills, and Abilities:

1. Excellent secretarial/receptionist and multi-line telephone system skills.
2. Ability to communicate and express ideas clearly and concisely, verbally and in writing, and to plan and execute work effectively within a specified time frame.
3. Ability to make decisions and take action within the boundaries of the position.
4. Superior organizational skills and initiative; capacity to accept and follow through on assigned responsibilities with minimal guidance.
5. Ability to establish and maintain effective working relationships with Board and/or committee members, supervisors, peers, private providers, community agencies, and other resources.
6. Ability to carry out functions with minimal supervision.
7. Ability to foster an environment that minimizes consequential errors.
8. Ability to maintain confidentiality of information in the performance of duties.
9. Demonstrates competency with office machines to include calculator, telephone, copy machine, and other equipment, as required.

Education and Experience - Minimum Requirements:

1. High school diploma supplemented with training in operation of multi-line telephone system, typing/word processing; prefer individual already trained in Windows, Word, and the Internet.
2. Minimum of two years secretarial, clerical/administrative, and/or customer service experience.
3. Valid driver's license.

Physical Requirements:

Information Referral Assistant (continued)

Page 4

Must be able to perform *Essential Functions* of the position.

Employer's Rights: This job description is general in nature and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

Created /Evaluated	
Revised	July 1, 2010
Re-evaluated	