

POSITION DESCRIPTION

Approved By: Executive Director

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| Job Title: | Administrative Assistant | Department: | Operations |
| Reports To: | Director of Adult and Dislocated Worker Services | FLSA: | Hourly, Non-exempt |
| Recent Review Date: | December 13, 2023 | Future Review Date: | December 13, 2025 |

Hiring Range Based on Education and Experience: \$18.00 - \$20.00 per hour

AGENCY SUMMARY:

CNY Works is a not for profit (501 (c)(3)) corporation and serves as the Onondaga County Workforce Investment Board. CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the CNY area. CNY Works functions as the apolitical convener of business, economic development and community agendas to define workforce system goals, garner resources and support growth and development of the local and regional economy. On an operational level, CNY Works provides services to help develop, attract and retain workforce talent in the Central New York region by providing skill development, training, education services, information, and career resources for job seekers and businesses.

CAREER CENTER SUMMARY:

The CNY Works Career Center is the heart of CNY Works One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult, and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and case management, Resource Center access and support, and other partner and community-based services aimed at developing job seekers' skills for employment success.

DEPARTMENT SUMMARY:

The Administrative Assistant provides high-level administrative and clerical support to the Career Center daily activities. The Administrative Assistant's main duties include, but are not limited to, greeting customers and guests to the Career Center timely and in a professional manner, scheduling conference rooms for CNY Works, NYSDOL, and Community Partner use, and data entering confidential customer information to include services provided and activities performed. Under the direction of the Director of Adult and Dislocated Worker Services this position will also function as a backup when needed to support other departments.

POSITION ESSENTIAL FUNCTIONS:

- Greet customers in a friendly and professional manner and assess their reason for visiting CNY Works
- Greet guests, including Board members, Community Partners, and vendors in a friendly and professional manner and notify appropriate staff of their arrival

- Sign in and direct customers to the Resource Center or the lobby waiting area for appointments
- Advise staff when their appointments have arrived
- Answer main CNY Works phone line, direct calls appropriately or take messages when necessary
- Monitor incoming and outgoing mail, sign for packages when necessary, and bring mail to the Accounts Administrative for review and distribution
- Monitor email inboxes including youth services and direct emails accordingly. Act as backup to monitoring the info@ email
- Manage room reservations and scheduling
- Perform data entry of new customer registrations into One-Stop Operating System
- Assist staff and customers with administrative tasks such as copying, faxing, scanning and filing documents, and creating labels
- Perform other duties as assigned

ACCOUNTABILITIES:

Meet the expectations of the Director of Adult and Dislocated Worker Services and the Executive Director of CNY Works. Meet position essential functions for quality and productivity. Adhere to agency policies and procedures.

QUALIFICATION STANDARDS:

Associate's degree with five to ten years of experience. An equivalent combination of education and experience in working as an office manager or full-charge administrative assistant will be considered.

Attention to detail and impeccable organizational skills are critical attributes, including a high level of written and oral communication skills.

- Proficiency using MS Office Suite
- Superior keyboarding and data entry skills
- Ability to think critically and anticipate relevant outcomes
- Ability to analyze processes and suggest improvements.
- Ability to organize and prioritize work
- Ability to complete detailed tasks with a high level of accuracy
- Strong written and verbal communication skills.
- Ability to work without supervision and to make appropriate decisions
- Ability to perform multiple tasks simultaneously
- Ability to receive and convey detailed instructions to other workers accurately
- Ability to research and analyze detailed information accurately
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed
- Ability to interact with vendors, customers and staff in a positive, cooperative and supportive manner
- Ability to work extra hours as job duties demand
- Ability to sit for prolonged periods of time
- Ability to lift 15-20 pounds occasionally
- Must have own transportation

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship