

Job Description

Title: IFS Administrative Assistant

Program: IFS/Counseling

All the criteria-based duties and standards within this document will be performed according to established policies, procedures and guidelines of Interfaith Community Services. Due to the nature of the mission of InterServ, all staff is expected to perform other duties as assigned.

Job Summary

Provides clerical assistance and backup to the IFS Director related to emergency assistance grant expenditures and reporting.

Works under the supervision of The IFS/Counseling Director

Essential Job Functions - Responsibilities

1. Answers telephone inquiries concerning appointments, clients, landlords and referrals
2. For each loan processed for financial assistance will complete quality assurance checks required by the funding source, contact the landlord and/or utility company if needed, and forward the forms through the proper channels.
3. On a daily basis will enter all information pertaining to clients and the financial assistance received in the various computer programs. Daily tracks the fund balances to determine compliance with contract deadlines.
4. Will maintain a complete file for the Missouri Housing Development Commission paperwork and Federal Emergency Management Agency paperwork (as well as files for any additional funding sources) on a yearly basis. Will maintain all files for MHDC and FEMA for a period of five years.
5. Assist in monitoring processes, meeting with representatives from the various funding sources in regards to contractual compliance
6. Will maintain current and accurate financial records. Fulfills the required deadlines for expenditures of each fund in the fiscal year the contract is awarded.
7. Understand the process of billing for Missouri Housing Trust Fund and others in accordance with the deadlines of the grantees
8. Monthly inputs counseling units and financial data to ensure proper billings for the funding sources and the statistical information for the agency
9. Distributes yearly client satisfaction surveys
10. Attends external and internal meetings as assigned by the IFS Director

Employee Category: Support Staff

Job Classification: Variable/Hourly

Executive Director Approval _____ Date: _____

Title: IFS Administrative Assistant

Program: IFS

Job Specifications

1. **Education:** High School Diploma, GED, or commitment and plan to obtain.
2. **Licensure:** NA
3. **Experience:** Experience in working with individuals and families seeking support/assistance
4. **Essential Technical/Motor Skills:** Knowledge of word processing and spreadsheets, ability to work with online database tracking and reporting systems.
5. **Interpersonal Skills:** Strong communication skills, patience, ability to listen, ability to relate to diverse populations, ability to work with volunteers and donors.
6. **Essential Physical Requirement:** Ability to lift and carry 50 pounds on a daily basis; ability to organize and physically move food items, food donations and food orders. Ability to position self to access lower and upper shelves, cabinets, and files. Ability to ascend and descend stairs.
7. **Essential Mental Abilities:** Ability to evaluate statistical data for correctness; ability to organize and complete projects; ability to be flexible to changing demands of workload.
8. **Exposure to Hazards:** Some non-invasive client contact, exposure to typical office substances.
9. **Other:** Valid Missouri Driver's License, provide own transportation. Must be able to work cooperatively with clients and services within the community.

InterServ staff commits him/herself to the values of the mission statement and works toward fulfilling the goals of InterServ.