

KIPDA
POSITION DESCRIPTION

Class Title: Social Services Support Staff

Division: Social Services

Supervisor: Community Services and Supports Manager

Supervises: None

Class Characteristics: Under general supervision, performs general secretarial and office assignments; assists vendors and the general public with information regarding services for aging, persons with disabilities and their families.

General Duties and Responsibilities:

Essential:

1. Answers multi-line telephone in a professional manner and routes calls appropriately.
2. Corresponds with the general public and other Social Services' staff via email, as needed.
3. Types, reviews, copies, mails and files forms, letters and other documents in a timely manner.
4. Maintains a filing system that is organized and accessible by staff, Program Coordinators, Social Services Division Director and Auditors.
5. Enters client data into service data systems and Excel.
6. Assists Social Service Program Coordinators with support tasks to manage their respective programs including, but not limited to, Kentucky Caregiver and Grandparents Raising Grandchildren.
7. Assists the Division with data entry, program reporting, and information gathering.
8. Performs other duties as required.

Non-essential: None.

DESIRABLE QUALIFICATIONS

Training and Experience: Graduation from high school or equivalent supplemented by two years related work experience preferably in an office setting.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Thorough knowledge of filing systems.
2. Knowledge of computer hardware and applicable software programs.

Skills:

1. Skill in use of computers and applicable applications.
2. Skill in proper phone etiquette and multi-line phone systems.
2. Skill in use of general office equipment.
3. Skill of typing, grammar, punctuation and spelling.

Abilities:

1. Ability to understand program guidelines and incorporate into daily use.
2. Ability to understand and follow written and oral instructions.
3. Ability to work under stressful situations with patience and tact.
4. Ability to establish and maintain effective working relationships with elderly clients, family members, co-workers, professional staff and community representatives.

ADDITIONAL REQUIREMENTS:

Instructions: Very general; must use own judgment most of the time.

Processes: Work varies slightly and seldom requires different, new, or unusual approaches to complete work.

Review of Work: Supervisor does not always review work.

Analytical Requirements: Duties are of a complex nature, requiring judgment for which there is no precedent.

Tools, Equipment and Vehicles Used: Normal office equipment (computer, copier, telephone, fax machine, etc.)

Physical Requirements of the Job: Work is typically performed while sitting at desk or table in a climate controlled environment with intermittent standing, stooping and walking; lifting light objects (less than 25 pounds) is a job requirement; operating a vehicle is a requirement of the job.

Contacts: Occasional to frequent public and private contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate

Interruptions: Constant

Special Licensing Requirements: None

Availability: N/A

Certification Requirements: None

Additional Requirements: None

Overtime Provision: Non-exempt

Salary: \$13.00/hour

To Apply: Please email cover letter and resume to kelly.tyra@ky.gov; deadline to apply is until the position has been filled.

EOE