



## **IMPACT Community Action**

### **Job Description**

**Title: AEP Administrative Assistant**

**Job Summary:** Provides clerical and administrative support to the AEP Program.

**Reports to: Program Manager, AEP Program**

**Job Duties:** *Job Duties listed represent the major responsibilities for the job. Each specific position within a job title may require more specific duties, processes, skills, or assignments. Other duties are assigned on an as needed basis and may require additional skills and competencies.*

- Perform clerical and administrative support functions for the AEP Program, such as data entry, typing, copying materials, distributing mail, mass mailing compilation, etc.
- Answer, screen and distribute incoming calls
- Provides basic Agency information to clientele (i.e. site operating hours, program identification requirements, programs offered, referrals, etc.)
- Assemble, review, audit and file client packets based upon Agency and AEP grant guidelines.
- Respond to customer inquiries via telephone and/or in writing
- Monitor and record AEP unit counts of lightbulbs, aerators, show heads, etc. Assist Program Manager with weekly, monthly and annual reports regarding AEP product usage.
- Assist with promotional campaigns and mass mailings as needed.
- May perform other clerical duties within the Weatherization department as assigned.

**Working Conditions and Physical Requirements:**

Standard office environment. Requires ability operate telephone and personal

computer for extended periods of time.

**Competencies and Knowledge, Skills, and Abilities:**

- Integrity and Trust
- Action Oriented
- Drive for Results
- Priority Setting
- Interpersonal Savvy
- Decision Quality
- Problem Solving
- Organizing
- Verbal, Written Communication Skills
- Job Functional Skills
- Technical Skills (e.g. PC applications such as Word, Excel, Powerpoint)
- Functional Knowledge and Skills - examples:
  - knowledge of standard office practices

**Minimum Education and Qualifications:**

- High School diploma or G.E.D.
- Good customer service skills
- Strong computer proficiency in MS. Office (Word, Excel and PowerPoint)
- Two to four years work experience in a clerical/administrative capacity.
- Good verbal and written communication skills
- Ability to organize work, coordinate projects and meet deadlines with a minimal amount of direction.
- Valid Ohio Driver's license and/or reliable transportation

*Preferred:* Knowledge in energy and weatherization. Previous experience working in a non-profit or community action association.

**Equal Opportunity Statement:**

*IMPACT Community Action recognizes that a diverse workforce enhances the organization in many ways. We are committed to providing equal employment opportunities that foster diversity and meaningful experiences.*

*Created: February, 2017*