



Community Action Program Executive Assistant / Communications Coordinator

Job Title: Executive Assistant / Communications Coordinator
Department: Administration
Reports to: Executive Director
FSLA Status: Non-Exempt
Date Prepared: March 2017
Approved By: Board of Directors
Grade: 11

Summary: Reporting to the Executive Director (ED), the Executive Assistant / Communications Coordinator is responsible for providing administrative support and coordinating the day to day activities for the Executive Director. The preparation and dissemination of correspondence and written communications, maintaining files, preparation of Board of Directors materials and meeting minutes are among the major responsibilities of this position. Additionally, the Executive Assistant/ Communications Coordinator will serve as the key contact for CAPC 's internal and external communications, including the annual report, press releases, and newsletters.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

PROGRAM MANAGEMENT

1. Maintain and submit time sheet and activity log in a timely manner, ensuring complete and accurate information.
2. Maintain support and on-going communication with supervisor and program managers.
3. Maintain and submit accurate and complete information, e.g., reports and records.
4. Ensure timely disposition of memos, correspondence and messages to the appropriate personnel.
5. Keep a positive attitude toward all aspects of the program and seek ways to improve the delivery of services.
6. Participate in the Orientation to the Program and Agency for all staff as required.
7. Attend staff meetings as required.
8. Contribute to the efforts of the program to meet or exceed state and local

- licensing requirements.
9. Facilitate a working relationship with all program and agency personnel where communication is shared regarding services and records for enrollees and their families.

COMPONENT RELATED

1. Provides administrative support for the Executive Director
2. Coordinates the ED's calendar and the day to day activities
3. Coordinates the ED's travel and post-travel documents with the Fiscal Department
4. Responsible for organizing the CAPC Board of Directors' meeting including: meeting notices, scheduling, writing and sending the meeting agenda, assembling materials, distribution of meeting information, attendance confirmation, boardroom preparation, and refreshments.
5. Prepares and updates Board manuals annually and as needed. Schedules and coordinates new Board member orientation
6. Maintains an up-to-date Board and Committee roster and calendar
7. Assists Board Committee Chairs and staff liaisons with various assignments.
8. Takes minutes and maintains permanent records/files of all Board and Committee meetings. Takes meeting minutes for other ED meetings as needed
9. Printing and collecting sign in sheets
10. Responsible for tracking, saving, and compiling all above documents for reporting purposes
11. Coordinates weekly Senior Leadership meetings and monthly staff meetings as directed by the ED
12. Attends meetings as needed to represent CAPC and/or when Executive Director is unable to attend
13. Is the initial point of contact for CAPC communications requests including press releases, newsletters, collateral and promotional materials, script writing, web content, and social media organization and execution
14. Drafts, edits, and releases all forms for internal and external communications including, but not limited to, newsletters, campaigns, press releases, speeches, scripts, nominations, annual reports and other relevant communications
15. Proactively identifies and manages social media and blog/web messaging to include researching, copywriting, managing posts, managing calendars and scheduling
16. Responds to requests for information and letters of support
17. Reviews department reports and identifies opportunities to publicize/promote the CAPC brand
18. Responds to operational questions from members and Government Agencies
19. Maintains files and answers phone calls and directs them to the proper persons or agencies
20. Conduct and report on research as needed by Executive Director

21. Investigate and identify new grants and/or partnerships to increase organizational operating capacity
22. Develop annually an organizational "Annual Report" that highlights the work we do in the community and the status of the Agency's efforts regarding family self-sufficiency. Coordinates the parent newsletter materials.
23. Maintain guest lists, gather and prepare registration materials and other duties as assigned for CAPC sponsored events
24. Maintain and update website and social media presence, coordinating with IT administrator as needed
25. Serve as the interoffice contact for all communications related issues
26. Serve as a liaison between CAPC and the community
27. Maintain an email database of CAPC stakeholders utilizing MS Excel or other software databases
28. Coordinate media information and contact with the Executive Director
29. Conducts administrative professionals training as needed
30. Attend applicable trainings and conferences as needed
31. Other duties as assigned

AGENCY RELATED

1. Observe the Agency's confidential policy regarding participants, records, technology, reports and staff.
2. Adhere to professional standards of ethics.
3. Establish and foster good working relationships with the Agency.
4. Demonstrate work habits which comply with Agency Personnel Policies and Procedures.
5. Acts as a representative of the Community Action Program Committee within the community.
6. Serves as an advocate for the Community Action Program participants in the program, Agency and community.

Supervisory Responsibilities: None

Competencies: The competencies listed here are representative of those that must be met to successfully perform the essential functions of the job – organizational skills, record-keeping, communication skills, problem-solving, time management, self-directed and requires minimum supervision. Employee must have excellent literacy skills and be able communicate effectively both orally and in writing.

Mathematical Skills: Ability to calculate figures and determine percentages

Computer Skills: Strong computer skills in Microsoft office word, excel, and power point are required. Computer literate in word processing software, database

management system, excel, e-mail and internet. Must be able to type a minimum of 45 words per minute accurately. Additionally, the following skills are essential:

- Strong verbal, written and interpersonal skills
- Proficient in MS Office, Office365
- Ability to organize and execute multiple projects/tasks simultaneously
- High level of accuracy and detail oriented
- Flexible and adaptable as duties may change depending on Agency demands
- Strong computer skills – including Microsoft Office
- Working alone on own initiative, often with minimum supervision, as well as part of a small team
- Ability to maintain confidentiality of sensitive/identifying information

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Education and/or Experience: An Associates' degree required / Bachelor's degree preferred. Current significant experience as an Executive Assistant or Office Administration Professional may be used in lieu of degree requirement.

Other Qualifications: Applicants must have a current Florida Driver's license, reliable transportation, satisfactory criminal records check for abuse and neglect, negative TB skin test, drug testing as required and state required minimum vehicle insurance and uninsured motorist insurance. Applicants must meet all Dept. of Children and Families requirements for employment.

Physical Demands – This position requires the employee to be in a seated position. However, at times they may be required to stand for long periods of time. The employee must be able to lift 25 lbs. Ability to bend and reach into file cabinets. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Work Environment – The employee will be required to perform work indoors unless required to travel to another location. Occasional evening and overtime may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.