

**WESTVIEW SERVICES, INC.**  
**JOB DESCRIPTION**

**JOB IDENTIFICATION**

POSITION TITLE: Administrative Assistant  
PROGRAM: Center Based, Community Based, Supported Employment and Corporate  
CLASSIFICATION: Non-exempt  
Work Hours: Determined by the Program Design or Department Needs  
REPORTS TO: Program Manager or Department Supervisor  
REVISED: March 2006

**RESPONSIBILITY**

To provide Program or departmental administrative support.

**ESSENTIAL FUNCTIONS**

1. Answer all phone calls promptly, with enthusiasm, in a professional manner and assist the caller with their needs.
2. Take accurate detailed messages and ensure delivery to appropriate person.
3. Welcome and assist all consumers, visitors and employees.
4. Prepare and handle correspondence and reports.
5. Insure that supplies are available. Report low supplies to the Program Manager or department supervisor.
6. Maintain current and accurate files.
7. Maintain and protect the confidentiality of all employee and consumer information.
8. Perform all duties to uphold, respect and advocate for the consumer's Client's Rights.
9. Report immediately to your supervisor any incident involving a consumer.
10. Build and maintain a positive and professional relationship with all Westview Services' consumers, care providers, employers, Regional Center Service Coordinators, Vocational Rehabilitation Counselors, staff, internal co-workers, and the community at large, including performing all duties to professionally represent, exemplify, and champion Westview Services.
11. Adhere to all driving laws and regulations as well as Westview Services policies and procedures, as required.
12. Comply with all state, federal, local laws and regulations as well as Westview Services policies and procedures.
13. Attend and participate in all mandatory training, in-services, and staff meetings.
14. Perform all other duties, as assigned.

**POSITION REQUIREMENTS**

1. On time regular attendance.
2. Must dress in appropriate and clean attire. Additionally must wear closed toed shoes that do not fall off if working in a Program.
3. Must be able to handle multi-line phone system.
4. Must have a valid and appropriate driver's license, as required.
5. Must have current basic liability coverage on personal vehicle and proof of the insurance, as required.
6. Must have a current vehicle registration of personal vehicle, as required.
7. Must have a driving record that meets the requirements of Westview Services' policy and insurance carrier underwriter requirements, as required.
8. Must have passed post offer health physical and TB test.
9. Must have criminal record clearance.
10. Must have current Basic First Aid and CPR certification.
11. Must be comfortable working with adults with disabilities.
12. Must have strong customer service skills.

13. Must have strong organizational skills including ability to follow-up, detail-oriented, ability to multi-task.
14. Must be able to maintain confidentiality.
15. Must exercise good judgment and make competent decisions.
16. Must have computer and electronic file management skills.
17. Must be able to be flexible, work closely and cooperatively with the entire team.
18. Must be able to read, write and communicate in English.
19. Must be able to drive personal vehicle as required.

**PHYSICAL & MENTAL REQUIREMENTS**

1. Able to sit and stand for extended periods of time.
2. Able to walk for extended periods of time.
3. Able to push and pull for extended periods of time.
4. Able to visually see for extended periods of time.
5. Able to hear and listen for extended periods of time.
6. Able to speak for extended periods of time.
7. Able to bend, squat, stretch, twist or reach out with the body, arms and/or legs as required.
8. Able to drive for extended periods of time.
9. Able to lift 20 pounds.
10. Able to write daily and monthly reports and complete documentation if required.
11. Able to maintain a high level of mental concentration.
12. Able to work in a fast-paced environment.

**ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING**

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties or other responsibilities not listed. Westview Services, Inc. reserves the sole right to add, modify or exclude an essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any job requirement by the employee, is intended to create a contract of employment or any type of contract. Employment is "at-will" and may be terminated at any time by the employee or employer, without cause or notice.

I have read and understand this job description and I have received a copy.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date