

**TITLE:** Administrative Assistant

**REPORTS TO:** Executive Director

**FLSA:** Part-Time, Hourly Position

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### **Position Summary**

Access for Special Kids Resource Center, Inc., known as ASK Resource Center, is an organization that offers information, training, advocacy education/support and resources for the benefit of children and adults with disabilities and their families throughout the state of Iowa to assist them in effectively navigating the complex education, health care and community systems that impact their ability to lead successful and productive lives in the communities of their choice.

This position provides general operational, and reception desk support such intake/triage processes, front line mail/payables/receivables support, and supply ordering/inventory keeping. The position also assists with training and event registrations and evaluation data entry.

### **Essential Duties and Responsibilities**

- Work hours may vary slightly with advance notice and may include some weekends, evenings, in-state and out-of-state travel as needed.
- Be generally aware of:
  1. Individuals with Disabilities Education Act (IDEA) including procedural safeguards
  2. Section 504 of the Rehabilitation Act
  3. W.I.O.A., Employment First, Iowa ABLE Accounts
  4. The Affordable Care Act, Medicaid Managed Care and Medicaid Waivers
  5. Specific disabilities
- Receive and record incoming phone call intakes
- Receive walk-in visitors
- Prepare outgoing parent packets including weighing and printing postage
- Utilize a multi-line office phone system including:
  1. Managing various greeting recordings
  2. Retrieving voice mail messages
  3. Transferring calls, placing calls and off of hold
  4. Utilizing 3-way calling
  5. Assisting other staff in phone functions
- Perform basic event coordination duties including:
  1. Preparing/assisting in preparing registrations, marketing and evaluation materials using Constant Contact, website content management systems and other media as needed
  2. Assisting trainers in preparation of training materials (i.e. print, copy, sort, package)

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3. Placing printing orders for larger print jobs
  4. Compiling and placing catering orders
  5. Collaborating and communicating with location hosts and trainers regarding room set up
  6. Collaborating with trainers regarding training-specific supply orders
  7. Assist with registrations, front-line registration payment processing, and registration questions
  8. Perform evaluation data entry collection functions in Microsoft Excel
  9. Print and Record Participation and Continuing Education Credit (CEU) Certificates
  10. Perform follow-up data entry collection in various online platforms such as Constant Contact
- Addresses front-line accounts payable and receivable functions per accounting protocols such as:
    1. Open and disseminate daily mail
    2. Record and stamp receivables
    3. Prepare outgoing mail payables
    4. Copying/supplying bills and statements to other staff as needed
    5. Assist with financial document copying, scanning, and filing
  - Performs general office coordination including:
    1. Accomplish light-duty office cleaning such as sanitize kitchenette, trash/recycle removal, dust, vacuum
    2. Perform general office supply and print/copy supply inventory and ordering including toner, ink, marketing materials, and postage from various vendors
    3. Organize and stock front-office library resources and intake forms
  - Performs administrative functions necessary to deliver project outcomes.
  - Functions within the organizational team of ASK Resource Center, Inc.

#### **Other Duties & Responsibilities**

- May perform other duties as assigned.

#### **Minimum Qualifications (Education, Experience, Skills)**

- Strong written and oral skills
- Preferred applicants will have a family member with a disability or be an individual with a disability, and be able to utilize lived experience to engage and influence others
- A valid Iowa Driver's License, automobile insurance and access to reliable transportation
- Associate's Degree in a related field preferred
- High School Diploma or GED plus a minimum of one year of related experience is required,  
**OR**  
At least 4 years of full-time, related experience is required
- Knowledge of or ability to learn Microsoft Office and internet/social media tools such as Constant Contact and Webinar services such as Go To Webinar or Zoom.
- Ability to handle multiple tasks at one time (i.e. "multi-task")

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- Positive time management skills

**Abilities Required**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands or fingers to handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is required to travel to various locations throughout the state of Iowa, and to work evenings and weekends as needed to coordinate and conduct training throughout Iowa. Reliable transportation and proof of a valid driver's license and automobile insurance is required.

The employee must occasionally lift and/or move up to 30 pounds.

The noise level in the work environment is usually moderate.

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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the Executive Director at ASK Resource Center, Inc.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.