
Job Title: Administration Assistant I
Job Alignment: Administrative Assistant I
Department: Administrative
Reports To: Vice President of Administration
FLSA Status: Non-Exempt
Grade: 3
Job Code: 05680

Revised: 8/16/2023

SUPERVISORY RESPONSIBILITIES:

None.

SUMMARY:

Under general supervision of the VP of Administration, the Administration Assistant I, provides day-to-day administrative support for Access Plus Capital.

Access Plus Capital is a US Treasury-certified community development financial institution and Small Business Administration (SBA) Approved Microloan Intermediary Lender. It offers loans and training services to small businesses and entrepreneurs in central California. Since its inception in 2009, it has lent more than \$37 million to over 800 entrepreneurs helping them realize their dreams by starting and growing their small businesses. For more information, go to <http://accesspluscapital.com>

Assist in the fulfillment of the Agency's vision, "For Those We Serve," by empowering individuals who thrive as healthy, self-sufficient and contributing members of our communities.

DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS:

Perform a wide variety of administrative functions under the supervision of the Vice President of Administration.

Welcome visitors and clients in a personalized, friendly, and inviting manner. Answers inquiries, provide requested information, and/or direct to appropriate team members. Collect, and process client payments.

Perform a wide variety of general clerical work, including photocopying, filing, scanning, and mailings from inception to completion.

Answer inbound phone calls, screens, and direct calls to appropriate staff or takes detailed message.

Manage all mail and couriers, including but not limited to preparing courier packages, coordinating pick-up and delivery, confirming delivery/receipt with appropriate staff, and resolving any related issues in a timely manner.

Maintain inventory of office supplies, break room, coffee, tea, and water supplies, and keep common office areas stocked with supplies and clean; this includes copy/supply/mail areas, pantries, conference rooms, meeting rooms, huddle rooms, and all other ancillary meeting spaces.

Maintain meeting room schedules, and assist with meeting set-up/breakdown, which may include assistance with food/beverage set-up (where applicable) as well as clean up.

Provide administrative support to the leadership team and staff with scheduling and calendar management.

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Provide logistics support for meetings, travel, and events. Works evenings and weekends for special events, as needed.

Maintain highest level of confidentiality at all times,

Travels for agency business using reliable transportation.

Maintains regular attendance and punctuality.

Works evenings and weekends as required.

Performs other duties as assigned.

QUALIFICATIONS:

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

EDUCATION:

High school diploma or GED.

EXPERIENCE:

Minimum of one (1) year of related experience in office administration or office customer service required.

OTHER QUALIFICATIONS:

Previous work experience to include using a multi-line phone system, fax and copier including basic troubleshooting.

Interpersonal and communication skills that contribute to a respectful and collaborative work environment.

Proficient in Microsoft Office Suite and related business software.

Proficient in customer service including answering and routing incoming phone calls.

Effective presentation, written and verbal communication skills.

Willing to work non-traditional hours and days to meet the needs of this position.

Prior to employment must pass a criminal background investigation and credit history check. Maintain criminal clearance and acceptable credit history.

Maintain a valid California driver's license, reliable transportation, adequate auto insurance as required by State law, and insurability by agency carrier for those driving agency vehicles.

PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is regularly required to sit; use hands and fingers to handle or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift

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and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Note: The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required. Also, they do not establish a contract for employment and are subject to change at the discretion of Fresno EOC.

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| VP Approval: | ID #: <u>6396</u> | President: | ID #: _____ |
| | Date: _____ | | Date: _____ |