
Job Title: Human Resources /Administrative Assistant

Department: Operations Reports To: Residential Director

FLSA Status: Non-Exempt Prepared Date:

Approved By: Approved Date:

KYJO's vision is creating opportunities for a better way of life. Our mission is to develop strong minded, positive and confident individuals through the building of trust, mentoring and creating positive life experiences.

JOB SUMMARY: The Human Resources & Administrative Assistant the administration team. Provides a wide-range of duties including: providing administrative support for the department, assisting with the hiring process, scheduling new employee orientation and training, maintaining employment records and participating in special projects. While exhibiting excellent time management skills and ability to multi-task and prioritize work. Attention to detail and problem solving skills. Excellent written and verbal communication skills. Strong organizational and planning skills

ESSENTIAL ACCOUNTABILITIES: The essential accountabilities reflect the job's main responsibilities and are not intended to be an exhaustive list of all duties performed. Its content does not restrict management's right to assign or reassign duties and responsibilities to individuals in this job classification.

- Consistently contributes to the organization's vision and mission statements and demonstrates the values of the organization.
- Assists with the hiring process, including submitting job postings online, applicant tracking, screening and interview scheduling.
- Serves as the liaison with the background screening company, insuring all employees background screening, and fingerprinting are received prior to hire.
- Coordinates logistics for new hire orientation and employee training sessions.
- Supports with the organization and maintenance of HR files and legal documents, including electronic and paper files.
- Consistently maintains database tracking system or electronic record, including data entry and report development.
- Develops, tracks and updates employee leaves of absence.
- Develop and maintain the organization's master training calendar.
- Weekly Covid-19 Testing, and updating compliance records.

- Provides customer service including, but not limited to, greeting, identifying, and directing customers, answering multi-line phone system, taking messages, preparing internal and external written communications, providing information, and/or redirecting calls as appropriate.
- Provides general office support, which may include, but is not limited to, receiving, organizing office and residential paperwork and maintaining files according to regulatory requirements.
- Assist in preparing weekly staff meeting agenda; arrange presentations and trainings for staff.
- Support the Executive Director in preparing all formal Board communications.
- Maintains confidentiality and discretion of all business matters.
- Assist with Pick up / Delivering of items and or goods, run errands as needed.
- Assists in managing and maintains all KYJO social media venues (including but not limited to company Facebook page, KYJO Twitter account, KYJO website – feeds, blogs, postings, etc. and any other organizational social sites.
- Any other duties assigned.

MINIMUM REQUIREMENTS:

- All incumbents of this position must be able to perform the minimum requirements of this position with or without a reasonable accommodation.

KNOWLEDGE OF:

- Microsoft Office (i.e. Word, Excel, PowerPoint)
- Website Management SKILLS:
- Interpersonal and conversational skills.
- Communicates clearly and effectively both orally and in writing.
- Works well with individuals of varying backgrounds
- Display strong organizational skills.

ABILITY TO:

- Demonstrate patience and empathy.
- Demonstrate active listening.
- Maintain friendly and outgoing demeanor.
- Maintain regular attendance.
- Remain calm in stressful situations.

- Maintain a valid class C driver's license.
- Maintain the State of California minimum driver's insurance.
- Stand, sit, walk, traverse, lift up to 25lbs, bend, squat, push, pull, reach, grab, talk, and see.

MINIMUM QUALIFICATIONS:

Required: Associates of Arts Degree and two years relevant work experience in a non-profit.

Preferred: Preferred Bachelor degree (B.A.) or equivalent from four-year College; or technical school with two to three years related experience; or equivalent combination of education and Human Resources Assistant/Intern. Non-profit or group home experience a plus.

CERTIFICATES, LICENSES, REGISTRATIONS:

Incumbents are required to meet standards set by the State of California Community Care Licensing: physical exam and health questionnaire; Tuberculosis screening clearance; Statement of Criminal Convictions; Child Abuse Index Check; and Department of Justice Fingerprint Clearance. Required to possess and maintain a current and valid California driver's License, acceptable DMV record and maintain the California minimum vehicle comp and collision insurance.

CORE COMPETENCIES

To perform this job successfully, an individual should demonstrate the following core competencies:

MISSION - Identifies with, shares in, and displays a commitment to the mission philosophy, and objectives of the organization. Consistently demonstrates knowledge of and commitment to the mission, gives consideration to the principles of the mission (core values; dignity, service, and social justice) in daily encounters and business transactions, and demonstrates caring, compassion, and sensitivity to others.

CUSTOMER SERVICE - Consistent with the Organization's mission, demonstrates a commitment to exceptional customer satisfaction to all parties with whom employees interface. Appropriately assesses who our customers are (e.g., anyone the individual has a responsibility to serve inside and/or outside the Organization). Conducts self in a polite, forthright manner, articulately communicating with others and using discretion, judgment, common sense and timeliness in customer service decision-making.

TEAMWORK AND COOPERATION - Demonstrates a genuine intention to collaborate with others. This includes a strong, optimistic, respectful view of individuals and teams. Fosters teamwork and cooperation including sharing information, soliciting input, encouraging others and also keeping aware of outcomes tied to the mission and strategic goals. Proper teamwork and cooperation should diminish unnecessary power structures by bringing decision-making and accountability to the team and encouraging teams to be self-directed.

ORGANIZATIONAL INTEGRITY - Understands and actively supports compliance with the organization's philosophy. This includes demonstrating and fostering legal, professional and ethical behaviors and practices in all professional activities, both inside and outside the Organization. Provides counsel and

example to subordinate managers to ensure the Organization's operations reflect the highest standards of professional ethics.

PROFESSIONALISM - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

ORGANIZATIONAL SUPPORT - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

PLANNING / ORGANIZING - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

DECISION MAKING - Analyzes problems and opportunities and gathers pertinent facts. Identifies and weighs reasonable alternatives. Makes pragmatic decisions and takes action when and as appropriate. Uses sound judgment when taking risks.

INNOVATING - Develops new and unique ideas to improve existing systems or operations, and when new organizational approaches are needed. Encourages innovation and prudent risk taking among all staff. Seeks creative ways to resolve conflicts.

INFLUENCING - Demonstrates the ability to understand, create and utilize various influential relationships within the Organization. Get results without direct control through building, using and sustaining influence with superiors, peers and subordinates.

COMMUNICATING - Communicates and listens effectively by expressing ideas clearly and persuasively. Is proficient, organized and succinct in the work environment and supports an open and honest overall communications climate.

INTERPERSONAL SKILLS - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

ORAL COMMUNICATION - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

WRITTEN COMMUNICATION - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALITY - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

