



JOB DESCRIPTION

Administrative and Program Support Assistant – Kitsap

Department: Workforce Development Program
Reports To: County Services Coordinator
FLSA Classification: Non-exempt
Wage Range: 7/8 \$25.83 - \$28.62 per hour DOQ

Summary

The Administrative and Program Support Assistant provides a high level of administrative and programmatic support to the Workforce Development Program, processing a wide variety of assignments to assist staff in providing positive customer- and client-centered services and outcomes.

This position requires multi-tasking and timely completion of tasks in coordination and collaboration with the County Services Coordinator, Workforce Development Program Manager, administrative and program staff, and vendors. Therefore, it requires an energetic and customer service-oriented individual wanting to provide the best service when working with people at all levels of the Agency.

In this position you can expect work that is challenging and different every day; enough tasks that you will never run out of work to do; and opportunities for growth and development. SPIPA strives to ensure a cooperative and supportive environment for staff and clients. We value accuracy, efficiency, and our team members being respectful, engaged, and kind.

Essential Duties and Responsibilities

- Provide administrative, operational, and logistic support for the Workforce Development Program at the county offices.
- Prepare, process, monitor, and track to conclusion documents such as purchase requisitions, purchase orders, vouchers, reports or similar. Follow established policies and procedures to ensure compliance and allowability of expenditures.
- Assist with programmatic activities, outreach, and reporting. Draft and edit documents, forms and outreach materials, update databases and client files.
- Coordinate logistics (e.g., identify locations, coordinate activities and supplies) for internal and off-site meetings, trainings, and outreach events as directed by the County Services Coordinator.
- Demonstrate a commitment to teamwork through relationship building and collaboration. Support employees and customers by being a hub of information.
- Identify and research problems or issues and expedite solutions to ensure smooth, continuous workflow.
- Assist with the collection, preparation, distribution, and publication of various data; attend meetings and prepare minutes of proceedings when directed.

- Schedule meeting sites, gather appropriate amenities, arrange furniture, prepare documents for various meetings and events taking place at the Tacoma and Silverdale offices.
- Deliver productivity through the efficient use of time, resources, and a commitment to strong results.
- Coordinate operation, maintenance, repair, replacement, and supplies for centralized office equipment.
- Develop and maintain adequate inventory of office and hospitality supplies.
- Receive clients and guests in a polite, friendly, and helpful manner that responds to inquiries regarding SPIPA services.
- Answer telephones and route callers or messages in a responsive, timely and accurate manner.
- Coordinate efficient internal and external mail and package distribution and maintain shipping/receiving records.
- Coordinate facilities and custodial services for the county offices, including but not limited to, being the primary contact for vendors and property management companies.
- Perform routine comprehensive facilities, custodial, and maintenance inspections of the office to document and coordinate work orders with the property management companies at the Tacoma and Silverdale offices.
- Handle administrative details not requiring the immediate attention of the County Services Coordinator.
- Assist with special projects and perform other duties as assigned.

The Administrative and Program Support Assistant, as an employee of SPIPA, is expected to collaborate, engage, and work closely with all departments to fully support the Vision, Mission, and Core Values in accordance with all Agency directives.

Required Knowledge, Skills, and Abilities

We are looking for an experienced administrative professional who projects a positive attitude and encourages collaboration, always looking to meet and exceed expectations. The items listed below are representative of the skill set required to perform job duties.

Interpersonal relations – ability to deliver excellent customer service, have a positive attitude, and to work as a team player to accomplish objectives. Excellent people and conflict resolution skills. Ability to work effectively and cooperatively with others in a culturally sensitive and professional manner.

Personal effectiveness and time management – well developed time management and organizational skills to meet priorities, timelines, and details under pressure. Enthusiastic about being accurate, accountable, and having a high level of initiative and ownership.

Technical capability – strong proficiency in fundamental office and computer equipment as well as software programs such as Microsoft Office Suite. Ability to learn and understand Agency operations and workflow within six months. Solid verbal and

written communication skills with a demonstrated ability to communicate effectively with all levels of staff, leadership, stakeholders, vendors, and most importantly with the Consortium Tribes that SPIPA serves.

Adaptability – ability to modify actions, direction, or approach to changing situations and expectations in a respectful and professional manner. Work history of innovation and problem solving in a collaborative setting.

Minimum Qualifications and Additional Job Requirements

- Bachelor's or Associates Degree in Business Management or related field; or equivalent combination of education and job-related experience.
- At least two years of experience providing high level administrative support to multiple staff members at a multi-departmental organization.
- Three years computer experience with Microsoft Office Suite, Teams, Adobe or similar, and desktop publishing programs.
- At least one year experience working in a Native American communities preferred.
- Possess a valid Washington State Driver's License and proof of auto insurance.
- SPIPA is committed to providing a drug-free workplace for its employees and the communities it serves. This position requires successful completion of a pre-employment drug test.
- Pass a background investigation including confirmation of work experience.

This position functions in a diverse and complex environment within which interpersonal and self-management skills are essential. Throughout our selection process, we will be evaluating candidates for behavior attributes and technical skills to succeed in this environment.

Physical Abilities: Bending at the waist; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; hearing and speaking to exchange information; seeing to read reports and data; lifting and moving medium to large objects weighing up to 50 pounds; occasional travel to other SPIPA or tribal locations.

Salary/Fringe Benefits: Compensation for this position has a starting range of \$25.83 - \$28.62 per hour (based on a 37.5-hour week). Benefits include medical, dental, vision, life insurance, and Agency contribution to a retirement program.

Equal Opportunity: SPIPA is an equal opportunity employer. However, Native American preference applies in that we seek to hire qualified enrolled members of SPIPA consortium Tribes, federally recognized Tribes, or Alaska Natives. Minimum qualifications must be fully met for all applicants to be considered for employment.

To Apply: Complete a SPIPA Employment Application at <http://www.spipa.org/jobs> , a cover letter describing how your qualifcators align with this position, and resume including three work related references - **"See Resume" is not sufficient for application completion.**

Send or address to:

Archie Smith, Human Resources Manager
3104 SE Old Olympic Hwy, Shelton WA 98584
Human-resources@spipa.org

Application screening will begin May 8, 2023. Open until filled.