



Job Description

Job Title: Administrative Support – Full Time

Mission: Educate, advocate, investigate, and litigate to protect and advance the rights of Idahoans with disabilities.

Core Values and Associated Behaviors: DRI respectfully promotes the human and civil rights of individuals with disabilities. In doing so, DRI staff are expected to incorporate DRI's core values of integrity, quality, dignity of risk, teamwork, and inclusivity through the following associated behaviors:

Integrity

- We are accountable for our actions, accountable to clients & each other.
- We are bound by the Idaho Rules of Professional Conduct & Rules of Civility.
- We are honest, truthful & transparent in our interactions.
- We comply with all confidentiality provisions in our grants & ethics rules.
- We are respectful in our interactions & act with humility.

Quality

- We act professionally & respectfully in our internal teams, with clients & with partners.
- We provide quality services for our clients. We are relentless in our pursuit of results.
- We are responsible for interactions inside the agency & in the community.
- We do the research & have expert knowledge of laws & issues that impact our clients.
- We are responsible for our work product.

Dignity of Risk

- We ask clients for what outcomes they want.
- We provide client choice/self-determination.
- We apply a client-driven approach to all advocacy services.
- We ask clients for their most preferred terms & language, & we use those terms & language in our notes & interactions.
- We assist persons with disabilities to access programs that they qualify for, allow them maximum independence & integration into their community of choice.

Teamwork

- We understand how our work fits the overall agency & team goals.
- We offer to help before being asked (pitch in).
- We humbly ask for help when we need it.
- We give 100% effort.
- We show up & do what we say we are going to do.
- We treat our coworkers with respect & honor each other's individuality.
- We have a positive outlook.

Inclusivity

- We value diversity – honoring people's history & experiences.
- We seek to eliminate cultural & linguistic biases.
- We are respectful of & acknowledge past trauma.
- We recognize intersectionality of disability, i.e., race, gender identity, culture, age, sexual identity, sexual orientation & socio-economic status.
- We are compassionate, empathetic & non-judgmental when working with or on behalf of people with disabilities.

Vision: An Idaho where people are empowered, voices are heard, equity is achieved, and differences are celebrated.

Job Summary: Administrative Support will perform a wide variety of tasks to assist the agency.

Position Reports to: Director of Administrative Services

Employment Status: Regular Full-Time Non-Exempt Position

Salary Range: \$16.59/hr.-\$17.43 starting, DOE.

Principal Duties and Responsibilities:

1. Maintain confidentiality of all client information with adherence to the ethical standards of the Idaho Rules of Professional Conduct and DRI's grant requirements.
2. Demonstrate effective verbal and written communication skills.
3. Participate in staff and department meetings.
4. Maintain a professional demeanor, adhere to DRI's Core Values, and working relationships with other staff.

5. Maintain a professional demeanor and adhere to DRI's Core Values when making public contact as a representative of DisAbility Rights Idaho; and
6. Perform other agency related functions as requested by staff, supervisor, and DRI Leadership.
7. Answer telephone using knowledge of business telephone procedures and etiquette: a. Callers are referred to the appropriate person b. Accurate and complete messages are taken c. Calls are routed to the appropriate voice mail d. Retrieve accurate and complete information from intake voice mail
8. Enter client information into DAD program, ensuring that information is complete and accurate.
9. Professionally greet all clients and visitors and collect and record intake information when necessary.
10. Open company mail promptly, date stamp, scan into appropriate locations and distribute to the appropriate staff.
11. Prepare documents, letters, envelopes, and labels; mail letters and documents.
12. Fax and copy documents.
13. Manage both electronic and paper files and file systems.
14. Set up and maintain company manuals.
15. Utilize word processing software and spreadsheet software to create, process, and maintain a variety of documents and administrative records.
16. Compose correspondence, letters, and memos (including email), using independent judgement as to content, and to ensure proper grammar, spelling, and punctuation usage.
17. Ensure adequate office supplies are always on hand.
18. Conduct office supplies inventory monthly or as needed, communicate with Director of Fiscal Operations of any needed supplies.
19. Keep the supply area neat and orderly.
20. Ensure office equipment functions properly and order repairs when necessary.
21. Manage handouts: a. Copy b. Convert to electronic file c. Post and maintain on the server d. Monitor inventory e. Distribute to field offices f. Record distribution of handouts in DAD system

22. Manage company brochures and surveys: a. Track inventory of supplies on hand b. Arrange for printing of brochures and surveys c. Track receiving agencies and volume of brochures mailed out

23. Maintain employee equipment check out system.

24. Support Legal and Advocacy Departments

25. Support to Director of Fiscal Operations: a. Maintain ongoing updates of company inventory system, including year-end inventory reports and receipts of shipments. b. Log in cash/checks received c. Maintain and monitor petty cash. d. Complete requisitions and issue PO numbers, supplying accurate documentation to fiscal department.

26. Support to Director of Administrative Services, as requested

27. Participate and provide support for Focus Group process

a. Compose letters.

b. Update supply box

c. Make meeting arrangements.

d. Set up and tear down displays.

e. Provide refreshments.

f. Perform note taking tasks.

28. Transcribe dictation or minutes of meetings.

29. Attend in-service, general staff, and other meetings as requested.

30. Maintain professional working relationships with all staff, Board/PAC members, and clients.

31. Provide backup and job-sharing duties with other administrative staff to ensure all tasks are completed on time.

32. Board of Directors and PAIMI Advisory Council (PAC) Support

a. Primary point of contact for Board of Directors and PAC members.

b. Facilitates communication between members and tracks action items.

c. Schedules and coordinates travel arrangements and accommodations for

Board of Directors, Executive Committee, Sub-Committees, and PAC meetings.

d. Negotiates contracts for hotel and meeting room rates. Schedules and coordinates meeting arrangements for Board of Directors, Executive Committee, Sub-Committees and PAC meetings.

e. Coordinates with Management and Board/PAC to create meeting packets for all Board and Committee meetings.

f. Updates Board by-laws, Board Manual, and PAC Manual as directed by the Board of Directors or Executive Director and files any necessary changes with the Secretary of State.

g. Responsible for tracking and incorporating revisions to Employee Handbook.

h. Maintains documentation of Board/PAC activities for fiscal and grant compliance and tracks attendance and demographics for Board records.

i. Responsible for completing all meeting minutes and presenting to Board of Directors/PAC for approval.

j. Performs other agency related tasks as requested by the Board/PAC.

33. Perform other administrative tasks as required.

Minimum Qualifications:

Required Knowledge, Skill, and Abilities:

- High school diploma or GED required.
- Demonstrated ability to organize and prioritize tasks, balancing and coordinating a workload of multiple projects.
- Demonstrated ability to recognize the human and civil rights of individuals with disabilities.
- Demonstrated ability to effectively communicate (in writing, via telephone, etc.) and possess excellent writing skills.
- Demonstrated proficiency in using computers/computer applications for word processing, data collection, and communications.
- Demonstrated ability to work independently as well as in a team environment with minimal supervision.
- Ability to accept direction, be flexible, be multi-task oriented, and be able to work as a team player with willingness to take the necessary initiative to get the job done.
- Ability to complete a Social Security Administration Tier 2 Suitability Determination.
- Ability to abide by DRI's Core Values.

Required Cognitive Attributes:

- Comprehension – understanding direction and ability to carry out tasks as assigned or requested.
- Organization – ability to gather and classify information, including very detailed information.
- Resilience – adaptability to changes in workload, environment, competing priorities, and client interactions.
- Patience – must be able to listen to and redirect callers/clients who may wonder off topic and/or become excited, angry, distraught, etc.

Required Physical Attributes:

- Must be able to work at a computer much of the time.
- The position operates a computer and other office equipment to correspond with co-workers, supervisors, clients, and third/adverse parties much of the time.
- The person in this position must be able to detect, read, or observe written information much of the time.
- The person in this position must be able to discern or hear verbal communication from others much of the time.
- The person in this position must be able to communicate with co-workers, supervisors, clients, and third/adverse parties, in writing and verbally, much of the time.

The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

Desired Qualifications (i.e., preferred, not required):

Desired Knowledge Skills, and Abilities:

- Life experience with disability.
- Experience in legal services, non-profit, or the public interest environment.
- Ability to speak Spanish, American Sign Language (ASL), or other languages.