



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

I. Position Title: Administrative Assistant to the Director of Client Services

II. Job Description and Duties:

The Administrative Assistant to the Director of Client Services performs the following duties, including but not limited to: Working with information which must be maintained as confidential, including client information, audit related monitoring, reporting, and compliance follow-up; responsible for confidential and sensitive notification of Missing Persons; oversight and completion of special assignments; providing support to and on behalf of the Self Determination Program (SDP) local advisory committee; the operation of data and/or word processing software programs and other automated office systems, including but not limited to SANDIS client data module, performing SANDIS queries, creating excel statistical reports; assist in the tracking and reporting of the tri-annual Case Management Time Study report; maintaining and updating and launching the Agency's Learning Management System (LMS); participation in the Statewide Training and Information Group (TIG), along with assisting in the training of service coordinators, through the LMS system, 4 county wide.

The Administrative Assistant will also provide administrative support with the management of tasks such as meeting arrangements, notifications, mailings, business travel arrangements, supplies acquisition; arranges for and directly take notes at identified meetings or events and edit, publish, and distribute those notes; assist with the publication of professional documents such as flyers, brochures, booklets, and manuals using page layout and graphics software; and create professional power-point presentations.

The Administrative Assistant will have a variety of back-up coverage responsibilities, including but not limited to, ensuring that persons served by Redwood Coast Regional Center receive timely, legally mandated due process through the fair hearing process; assisting with the successful transfer in and transfer out of client cases; ensuring the client master file (CMF) is accurate before a transfer occurs, and that proper, timely, and professional communication is maintained with other statewide transfer coordinators.

In addition, the Administrative Assistant to the Director of Client Services shall demonstrate professional knowledge of confidentiality policies and practices; will be able to handle sensitive information and work issues with a high level of discretion and professionalism, including the coordination of hiring processes with Human Resources, assisting the Directors in recruitment efforts, interview scheduling, and hiring documentation and reports; electronic document management, information storage, filing, and retrieval will also be required, along with other duties as assigned.

☐ 525 - 2nd Street, Suite 300, Eureka, CA 95501 707-445-0893

☐ 1116 Airport Park Blvd., Ukiah, CA 95482 707-462-3832 * ☐ 270 Chestnut St., Ste A, Ft Bragg, CA 95437 707-964-6387

☐ 1301 A Northcrest Dr., Crescent City, CA 95531 707-464-7488 * ☐ 180 - 3rd Street., Lakeport, CA 95453 707-262-0470



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

III. Minimum Employment Standards:

A. Education:

Completion of an Associate Degree. Five years of related experience working in a highly progressive administrative assistant environment may be substituted for the educational requirement.

B. Experience:

Four years of related experience working in a highly progressive administrative assistant environment is required.

C. Knowledge and Abilities:

Knowledge of office methods, practices and equipment; knowledge of computers, including use of word processing and data base software; excellent interpersonal, written and verbal skills; working professionally, confidentially, and effectively with others and maintaining good working relationships is essential; excellent skills in establishing priorities and meeting deadlines; ability to complete reports, letters, memos, and other professional correspondence with clarity and a high level of accuracy and professionalism; and excellent team building skills. Attention to detail and strong, critical thinking skills are a must, along with the ability to work under deadline pressure within a fast-paced environment and, at times, cope with complex and potentially stressful situations. Minimum typing speed of 55 wpm with typing certificate required.

D. Travel Requirements

Travel, which may include infrequent overnight trips, is required for this position. Position requires reliable transportation, a valid California Driver's License and vehicle insurance, as per the minimum requirements of the State of California or the ability to obtain independent transportation.

E. Other Requirements

Extensive sitting in office settings for meetings and for travel; frequent walking and standing, and occasional lifting of up to 35 pounds with occasional bending, stooping, reaching and stretching to complete work duties; adequate manual dexterity and coordination for operation of automobile, computer and other standard office equipment. Performance of the above, with reasonable accommodation(s).

IV. Supervision:

This position is supervised by the Director of Client Services



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Core Competencies

Administrative Assistant to Director of Client Services Department

1. Client Service

- Interacts professionally with clients, families, allied agencies, service providers, and co-workers at all times.
- Understands and “demonstrates” RCRC Mission and Vision.
- Employs person centered thinking principles in interactions with clients, service providers, and co-workers.
- Able to create a learning environment in order for others to be successful in their work and lives.

2. Adaptability

- Demonstrates flexibility in the face of change.
- Projects a positive demeanor regardless of changes in working conditions.
- Able to manage multiple conflicting priorities without loss of composure.
- Able to adapt to change in processes and data management systems, and employ new process when new system(s) are necessary or required.
- Takes personal responsibility for one’s own job performance and demonstrates a commitment to professional growth and development through on-going training.

3. Communication Skill

- Communicates clearly and accurately both verbally and in writing to project a positive image of RCRC.
- Speaks with confidence using clear, concise sentences, is easily understood, and is diplomatic in all communication.
- Ability to document and communicate information in a factual, accurate, concise, and timely manner.
- Exhibits active listening skills when receiving input on other’s ideas and/or concerns.

4. Team Player

- Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals.
- Willingly assists other departments as appropriate.

☐ 525 - 2nd Street, Suite 300, Eureka, CA 95501 707-445-0893

☐ 1116 Airport Park Blvd., Ukiah, CA 95482 707-462-3832 * ☐ 270 Chestnut St., Ste A, Ft Bragg, CA 95437 707-964-6387

☐ 1301 A Northrest Dr., Crescent City, CA 95531 707-464-7488 * ☐ 180 – 3rd Street., Lakeport, CA 95453 707-262-0470



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- Ability to function autonomously when needed within parameters of job and assigned tasks and utilize prudent, professional judgement and seek assistance when needed by consulting with supervisor.
- Represents the Redwood Coast Regional Center in a professional and positive manner.
- Maintains working relationship with one's supervisor through regular consultation sessions.
- Promotes cooperation with other work units, Agency departments and allied agencies.

5. Judgment

- Exhibits sound judgment and the ability to make sound decisions that are consistent with person centered principles and RCRC's mission and vision.
- Utilizes excellent critical thinking skills when reviewing and accomplishing assigned tasks.
- Demonstrates the ability to swiftly refer problems/issues to the appropriate person, and identify when additional information is needed to clarify a situation or to make a decision.
- Works effectively without constant and direct supervision or guidance.
- Demonstrates professional ethics in all aspects of work including confidentiality, honesty, integrity, respectfulness, and accountability for one's actions.
- Works in tandem with the Director of Client Services

6. Proactive

- Demonstrates the ability to foresee problems and prevent them by taking action.
- Utilizes analytical skills and a broad understanding of the business to effectively interpret and anticipate needs.
- Approaches challenging tasks with a "can-do" attitude.

7. Organization

- Ability to balance conflicting priorities in order to manage workflow and ensure the completion of essential projects and to meet critical deadlines.
- Effectively manages the workspace (i.e. keeps a clean and organized office, appropriately handles all paperwork, maintains control over the physical environment).

8. Computer/Technical Skills

- Responds to phone calls and emails in a professional and timely manner.
- Displays proficiency using standard office equipment such as a computer, fax, photocopier, and scanner.

☐ 525 - 2nd Street, Suite 300, Eureka, CA 95501 707-445-0893

☐ 1116 Airport Park Blvd., Ukiah, CA 95482 707-462-3832 * ☐ 270 Chestnut St., Ste A, Ft Bragg, CA 95437 707-964-6387

☐ 1301 A Northcrest Dr., Crescent City, CA 95531 707-464-7488 * ☐ 180 - 3rd Street., Lakeport, CA 95453 707-262-0470



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- Demonstrates a solid working knowledge of the computer programs and information systems required for the completion of one's work responsibilities including but not limited to SANDIS, ADP, Microsoft Outlook, LMS system, Microsoft Word, PowerPoint program and Adobe Pro.
- Demonstrates advanced proficiency by quickly adapting to new technology and easily acquiring new technical skills.
- Able to create tracking systems and utilize Excel spreadsheets for monthly, quarterly, yearly statistics.
- Able to produce flyers and other training material (power point, etc.) under supervision of the Manager.

☐ 525 - 2nd Street, Suite 300, Eureka, CA 95501 707-445-0893

☐ 1116 Airport Park Blvd., Ukiah, CA 95482 707-462-3832 * ☐ 270 Chestnut St., Ste A, Ft Bragg, CA 95437 707-964-6387

☐ 1301 A Northcrest Dr., Crescent City, CA 95531 707-464-7488 * ☐ 180 – 3rd Street., Lakeport, CA 95453 707-262-0470