

Job Description Title:	Direct Service Administrative Support Specialist	Primary Supervisor(s):	Chief Programs Officer
Department/Group:	Direct Services	Secondary Supervisor(s):	Chief Finance Officer
Location:	On-Site; Bridgeport	Travel Required:	<25%
FLSA Classification:	Non-exempt	Position Status (FT, PT, etc.):	FT
General Workday/Week:	M-F, 8-4	Physical Demands:	Light
Education and Experience:	Associate's Degree	Performance Expectations:	See below
Mission Statement:			
Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.			
Values:			
At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.			
Position Summary:			
The West Virginia Coalition to End Homelessness is seeking a Direct Service Administrative Support Specialist to serve our Chief Programs Officer with various administrative tasks related to the overall function of the Direct Services Division at WVCEH. This position reports directly to our Chief Programs Officer but works in the Administrative Offices in collaboration with the Finance Department. The primary focus of this position is fulfilling clerical duties such as completing financial assistance requests for payments, drafting documents, reporting, and entering information into our vendor and client databases, along with any additional tasks as requested by Direct Services Leadership.			
Duties include, but are not limited to the following:			
<ul style="list-style-type: none"> • Provide comprehensive administrative support to the Direct Services department to ensure efficient daily operations. • Assist with organizing, tracking, and completing departmental projects, initiatives, and special assignments, including training materials related to program operation. • Maintain accurate records, databases, and documentation in compliance with agency, state, and federal requirements. • Prepare correspondence, reports, spreadsheets, presentations, and other documents as needed. • Prepare and process Requests for Payment (RFPs), invoices, reimbursement requests, and supporting documentation accurately and within required deadlines. 			

- Coordinate with internal staff, vendors, and funding agencies to gather required information for payment processing and communicate with Finance Department staff to ensure accuracy.
- Monitor payment schedules and assist in resolving discrepancies or outstanding financial issues in collaboration with the WVCEH Finance Department.
- Schedule and coordinate team meetings, partner meetings, and special events as needed.
- Assist in the organization and distribution of donations, which may include travel and delivery to WVCEH service regions.
- Prepare meeting agendas, gather supporting materials, and distribute information to participants in advance.
- Attend meetings and document discussions, decisions, action items, and follow-up tasks through detailed meeting minutes.
- Track assignments and deadlines resulting from meetings and ensure timely follow-up.
- Assist with the preparation of reports required by grant funders, government agencies, and organizational leadership.
- Support ongoing compliance with federal, state, and local regulations related to data entry, as well as agency policies and procedures.
- Coordinate documentation and records needed for audits, monitoring visits, and program reviews as needed.
- Assist in file reviews for completeness, accuracy, and adherence to reporting requirements.
- Other duties as assigned

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		x		
Walking		x		
Sitting				x
Using hands to finger, handle or feel				x
Reaching with hands and arms				x
Climbing or balancing	x			
Stooping, kneeling, crouching, or crawling		x		
Talking or hearing				x
Tasting or smelling	x			
Travel		x		
Other: Please describe.				

This position is described as **light/sedentary physical activity** performing non-strenuous daily activities of an administrative nature. The noise level is moderate, as typical of a business office setting with computers, printers, traffic lights and phone conversations. Travel is required.

Equipment Used: Photocopiers, Scanners, Desktop Computer and phone-systems.

Materials Used: Office supplies (e.g., bond paper, correction fluid, markers, toner).

Noise: Moderate noise.

REQUIRED CERTIFICATIONS/EXPERIENCE

- Successful candidate will be a highly motivated self-starter with at least two years of demonstrated experience working in homeless services programs
- Administrative Office experience is a plus
- A thorough understanding of HUD homeless assistance programs is preferable.
- Master multitasker with excellent communication skills and upbeat attitude
- Excellent time management skills
- Ability to maintain confidentiality and security
- Must have good telephone skills, problem-solving skills, communication and conflict resolution skills, and be proficient with computers
- Must be comfortable with general office tasks and have experience with Microsoft Office Suite
- Professional, mature demeanor with a genuine desire to meet the needs of others
- Position may require travel through the WVCEH service area to provide on-site training
- High school diploma or equivalent required; Associate's Degree preferred

Benefits

- Benefits include health, dental, vision, PTO (4 weeks accrued over the first year), Holidays (12 per year), and 401K.

Salary

- Salary will be based on qualifications and experience up to \$21/hour. There will be minimal room for salary negotiations as this is a grant-funded position.

Work Activities

- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

- A knowledge of the homeless population systems and programs
- Ability to work independently and as part of a team in various settings as necessary
- Ability to present information thoroughly to a range of stakeholders

- Ability to demonstrate creative and solution-focused problem-solving skills
- Experience with Homeless Management Information System (HMIS)
- Experience with HUD homeless assistance programs

Work Styles

- **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Initiative** — Job requires a willingness to take on responsibilities and challenges.
- **Persistence** — Job requires persistence in the face of obstacles.

Knowledge

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Speaking** — Talking to others to convey information effectively.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

APPROVAL AND ACKNOWLEDGEMENT

Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date