



## **JOB ANNOUNCEMENT**

### **SENIOR OFFICE SUPPORT ASSISTANT Family Support Division, Cole County September 6, 2018**

The Family Support Division is seeking applications for the position of Senior Office Support Assistant within the Community Service Block Grant (CSBG) and Low Income Home Energy Assistance Program (LIHEAP) Units. The Community Services Block Grant (CSBG) provides funds to alleviate the causes and conditions of poverty in communities. The Low Income Home Energy Assistance Program (LIHEAP) is a federal program that helps low income households pay for heating or cooling their homes. The SOSA will serve as an integral part of the team to provide DSS staff support for both units as well as communicate directly with entities that administer the programs. This position will be based in the Cole County/Central Office located at 615 Howerton Court, Jefferson City, Missouri.

#### **JOB DUTIES:**

- Schedule meetings, set up conference calls, WebExs and Web Events for unit staff.
- Track and compile monitoring schedule.
- Schedule monitoring trips, ensure travel reservations are made.
- Prepare/assemble monitoring packets and assessment materials.
- Issue routine agency correspondence as directed by supervisor and unit managers.
- Answers and directs unit phone calls.
- Submit expense reports for unit staff.
- Track, compile and issue completed monitoring reports.
- Complete print requisitions for forms, manuals, etc.
- Order supplies.
- Archive files in the SMART system or in office.
- Maintain a filing system.
- Complete out of state travel requests.
- Rotate to provide front desk receptionist phone coverage (breaks, lunches and when staff are absent)
- Process updates to DCNs.
- Process LIHEAP supplier and contractor computer security requests.
- Complete data entry of Customer Eligibility Listing returns from LIHEAP suppliers using paper checks.
- Process and mail LIHEAP reports to suppliers.
- Log returned and refund checks.
- Assist suppliers in reporting EA utility usage information.
- Compile and issue agenda for CSBG calls (usually monthly).
- Record and issue minutes from CSBG calls.
- Ensure staff timesheets are completed as required with proper coding, signature and approval.

- Proof read and/or make edits to correspondence (punctuation, formatting, wording, etc.)
- Monitor the Community Support Unit email and calendar on a daily basis.
- Print out and compile monthly agency billing invoices for review.
- Track agency contractual reporting obligations.
- Reset passwords and update users for the Organizational Standard Assessment System in response to agency requests.
- Other duties as assigned.

**QUALIFICATIONS:** Two or more years of clerical support experience as an Office Support Assistant with the Missouri Uniform Classification and Pay System; and possession of a high school diploma or GED certificate.

OR

Three or more years of experience in clerical or general office support work; and possession of a high school diploma or a GED certificate.

(Training from an accredited vocational or business school in Office Management, Secretarial Science, or a closely related area may substitute on a year-for-year basis for the required experience at a rate of 30 earned credit hours, or 480 clock hours, for one year.)

(Earned credit hours from an accredited college or university may substitute on a year-for-year basis for the required experience at a rate of 30 earned credit hours for one year.)

**SALARY RANGE:** Semi-monthly salary \$1,064.00 - \$1,429.50

**TO APPLY:** Individuals who meet the required qualifications as specified above and are interested in this position must fill out the DSS application (<https://dss.mo.gov/hrc/pdf/mo886-1315.pdf>), resume and any applicable transcripts by email or fax to Toni Nichols at (573) 751-4723 or [Toni.Nichols@dss.mo.gov](mailto:Toni.Nichols@dss.mo.gov). When emailing your application to Ms. Nichols, please specify which position and county you are applying for.

**RECRUITMENT AREA:** Accepting applications from all qualified applicants.

**APPLICATION DEADLINE:** September 20, 2018 at 5:00 p.m.

**Applications will be subject to review prior to scheduling interviews.**

**DSS IS AN EQUAL OPPORTUNITY EMPLOYER**