



**La Crosse**

**JOB DESCRIPTION**

**Title:** Administrative Assistant  
**Wage Range:** \$16.00-\$18.00  
**Date Posted:** 6/14/21

**Department:** Administration/CHRC  
**Classification:** Hourly, Non-Exempt  
**Reporting Relationship:** Executive Director

**Position Objective:**

Provide clerical and administrative support to YWCA La Crosse Administration and Community Housing Resource Center (CHRC). Serve as the first point of contact for callers and visitors to YWCA La Crosse administrative offices.

**Essential Job Functions:**

- Answer, screen, or transfer phone calls and takes messages for YWCA La Crosse Administrative staff and CHRC staff.
- Receives, screens, and directs visitors and clients.
- Arranges and attends staff meetings at the Executive Director's direction and schedules appointments for Executive Director.
- Maintains the office calendar and contacts.
- Creates memos, correspondence, spreadsheets, and other reports as needed.
- Sorts and delivers all department mail, all CHRC mail and distributes faxes.
- Attends training as required and appropriate.
- Assists CHRC supervisor in scheduling and coordinating community partner participation in CHRC events and services.
- Orders and maintains office supplies for YWCA La Crosse Administrative and CHRC staff.
- Develops or records Standard Operating Procedures (SOP) for all departments/programs as needed.
- Performs other duties as assigned by Executive Director.

**Qualifications:**

Education: High School graduate; Associates Degree from an accredited or university in a Human Services field preferred but not required. Excellent interpersonal and professional skills and ability to establish relationships internally and externally.

Experience: One year experience in human services, social services, or non-profit organization. Experience working with populations who are systemically marginalized desired.

**Skills:**

- Excellent oral and written communications skills.
- Demonstrated knowledge of and belief in the YWCA mission.
- Demonstrated computer skills, include word processing, database and spreadsheet competence.
- Excellent customer service skills.
- Experience with various forms of office software and equipment.
- Ability to work with staff across multiple departments.
- Ability to be flexible and adaptive.
- Ability to learn and apply skills related to client interaction and provision of basic services.
- Ability to maintain professional boundaries and ethics.
- Demonstration of dedication to YWCA mission in every aspect of the position.

**Physical Requirements:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the duties of this job. Requires good speaking, hearing, and vision ability and excellent manual dexterity. Lifting, pulling, and pushing of materials up to 40lbs. Requires bending, squatting, and walking. May stand for extended periods.