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## VALLEY SHORE YMCA JOB DESCRIPTION

Job Title: Administrative Assistant - School Age/Camp

FLSA Status: Non-Exempt

Reports to: School Age Director

Revision Date: 4/25/2018

### POSITION SUMMARY:

**Administrative Assistant:** Provides database and administrative support for assigned department. Responsible for delivering high quality customer service, the billing and collection of funds, and preparing records and reports needed to effectively run operation of department.

### ESSENTIAL FUNCTIONS:

1. System set up of programs into computer system and processes all registrations, enrollments, transfers and terminations for assigned programs in a timely and accurate manner
2. Prepares bills for all assigned programs in a timely and accurate manner, including 3rd party and government payments
3. Sets up and maintains all scheduled payments for assigned program payments and updates for expiring credit cards
4. Corresponds orally and in writing with program participants and staff
5. Researches inquiries and billing disputes for assigned programs
6. Processes collection efforts for past due balances and ensure Daxko Collections Manager and Return Manager are up to date for assigned programs
7. Processes refunds to members and campers as needed
8. Prepares year end tax statements for all participants in child care related programs
9. Creates rosters and assists Program Director with Daxko reporting
10. Assists in promoting the department, including preparation of social media posts
11. Assists in the development and maintenance of operational procedures manual relative to program database and billing processes
12. Attends staff meetings and trainings as required
13. Supports technical administration of Daxko Operations software
14. Other duties as may be assigned

### YMCA LEADERSHIP COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs.

**Collaboration:** Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

**Operational Effectiveness:** Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows financial policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

**Personal Growth:** Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

#### **QUALIFICATIONS:**

1. Strong computer skills, including word-processing, spreadsheet and billing systems
2. Able to evaluate and self-learn computer applications
3. Strong oral and written communication skills
4. Precision and extraordinary attention to detail
5. Strong office organizational skills, including both written and electronic records
6. Strong analytical ability to problem-solve complex financial transactions
7. Ability to work independently and as part of a team to accomplish organizational goals
8. High school diploma or equivalent
9. Prior experience in billing, collections or bookkeeping roles

#### **WORKING CONDITIONS:**

1. 90% of work time will be on a computer
2. Position may require bending, leaning, for filing and office equipment utilization
3. Ability to speak concisely and effectively communicate
4. Visual and auditory ability to respond to critical situations
5. Ability to view/enter data for long periods of time
6. Ability to work occasional weekend or evening hours for project completion

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Employee Signature

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Date

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Supervisor Signature

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Date