

Overview

At Southeastern North Dakota Community Action Agency, our mission is to provide a range of services and activities designed to alleviate poverty and give low-income people the opportunity to improve their standard of living and achieve self-sufficiency. Every member of our team plays a vital role in fulfilling this mission. Whether your work involves direct client services, administrative support, or technical expertise, your efforts contribute to the success of our programs and the betterment of the community we serve.

Primary Responsibilities

In addition to the specific responsibilities of your role, all employees are expected to:

1. Support the Mission and Values

- Understand and align with the organization's mission to reduce poverty, provide opportunities, and create sustainable solutions for individuals and families.
- Promote a culture of inclusivity, respect, and service.

2. Alignment with SENDCAA's Core Values

- **DEPENDABILITY-** SENDCAA's dedicated staff delivers quality and consistent services through trust and teamwork to meet the needs of our community.
- **EMPOWERMENT-** SENDCAA ensures individuals and families are given the resources necessary to thrive in their environment and communities.
- **SOLUTION FOCUSED-** SENDCAA strives to provide goal-oriented services for those we serve to support them in achieving economic stability.
- **PASSION-** SENDCAA has been fighting the war on poverty for over 50 years and is committed to helping our community thrive.
- **COMPASSION-** SENDCAA acknowledges the inequities of poverty and strives to create an atmosphere of dignity for those we serve.

3. Engage in Cross-Functional Collaboration

- Work with other departments and teams to ensure holistic support for the individuals and families we serve.
- Participate in organization-wide initiatives, events, and campaigns that further our mission.

4. Foster Community Connections

- Act as an ambassador for the organization by building positive relationships with community members, partners, and stakeholders.
- Identify opportunities to expand the reach and impact of our programs.

5. Participate in Continuous Improvement

- Contribute ideas and feedback to improve the effectiveness and efficiency of programs and services.
- Attend training sessions and professional development opportunities to enhance your skills and understanding of Community Action.

Administrative and Client Operations Specialist

Position Overview

The Administrative and Client Operations Specialist is the first point of contact for clients and visitors, providing exceptional customer service and ensuring a welcoming, professional environment. This role manages front desk operations, supports agency programs, and assists with administrative and communication functions that keep SENDCAA running smoothly.

Key Responsibilities

Client and Program Support

- Greet and assist clients in person, by phone, or by appointment, linking them to SENDCAA and community services.
- Use a person-centered approach to assess needs, make referrals, and provide information on programs.
- Maintain accurate client records and data in CAP60.

Administrative and Operational Support

- Manage mail, donations, office supplies, and equipment needs.
- Coordinate IT support, office maintenance, and staff operational requests.
- Assist with scheduling, travel arrangements, and event coordination.
- Prepare and distribute communications, materials, and social media updates.
- Help plan and execute agency-wide events and staff gatherings.

Board and Communication Support

- Organize and distribute materials for Board of Directors meetings.
- Coordinate meeting logistics and communication in partnership with the Executive Director.
- Support agency-wide communication efforts, including newsletters and social media.

Collaboration

- Proactive and intentional communication across the agency.
- Work closely with staff and community partners to meet client needs.
- Maintain respectful, professional communication with clients, providers, and team members.
- Participate in meetings and trainings as required.

Qualifications

Education and Experience

- 2-year degree or applicable experience
- Experience in customer service, social services, or administrative roles is highly desirable.

Skills and Competencies

- Excellent communication and collaborative interpersonal skills.
- Approach clients and coworkers with respect and openness to change.
- Strong organizational abilities and attention to detail.
- Proficiency in Microsoft Office Suite and ability to learn program-specific software.
- Ability to multitask and work effectively in a fast-paced environment.
- Empathy and competency to work with all populations.

Work Conditions

The working conditions and environment and the physical requirements/activities listed below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please note that this position is not eligible for regular remote, or hybrid work due to the client facing nature of the role. In-person interactions with clients and other professionals is required. Occasional hybrid work is allowed based on policy. Hours: Monday to Friday, 8:00 AM to 4:30 PM with flexibility to meet client needs. Travel: Occasional local, regional, and statewide travel for training, and operation needs.

Working Conditions and Environment: While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment.

Physical Requirements/Activities: While performing the duties of this position, the individual is regularly required to stand, walk, sit (approximately 50% of the workday), bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to balance, kneel, push, pull, lift, twist, stoop, or crouch. The employee is required to lift or exert up to 10 pounds of force occasionally. Occasionally, the employee is required to lift or exert force of up to up to 50 pounds.

Evaluation & Review

Probationary Period: First 90 days focused on onboarding, training, and skill acquisition.

Annual Review: Performance review based on job duties, progress toward goals, and professional development.

Workplace Policies & Agreements

Review and acknowledge understanding of SENDCAA's policies, code of conduct, and self-sufficiency procedures annually.

The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.

I have read and understand the above Position Description:

Employee Printed Name

Date

Employee Signature

Date