



SouthEastern Arizona Governments Organization

Serving our member governments and their constituents since 1972

SEAGO is seeking applications for the position of Office Specialist. A person in this position maintains program administrative files; inputs and maintains program data; assists with budget projections and fiscal management; responds to questions from service providers; provides information and referral to public via phone, email, and correspondence; and prepares, and distributes meeting notices, agenda packets and meeting minutes. Requires proficiency in Microsoft Word, Excel and Outlook. This is a full-time non-exempt position with a salary range of \$12.50 - \$17.60 per hour, plus retirement, health insurance, and vacation pay. Position is open until filled. SEAGO is an Equal Opportunity Employer.

See next page for complete job description.

Click [HERE](#) to apply online.

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TITLE: Office Specialist II

JOB CODE: 290

FLSA: Non-Exempt; Full-Time

PREPARED: November 2004

UPDATED: November 2019

Summary: Under general supervision, maintains program administrative files; inputs and maintains provider units of service; assists with budget projections and fiscal management; responds to questions from providers; provides information and referral to public via phone, email, and correspondence; and prepares, and distributes meeting notices, agenda packets and meeting minutes.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Becomes knowledgeable in the DAARS web based database system to provide support to case managers and Program Director. Reviews, corrects and inputs client information in the DAARS system.
- Receives unit reports from providers, inputs information in DAARS; evaluates discrepancies and communicates with providers to reconcile any variances or discrepancies. Compiles information on Unit Report spreadsheet for invoice verification, case management dissemination, and monthly reporting requirements to the State.
- Prepares, tracks, and updates Contract Operating Budgets (COBs)
- Processes and inputs invoices for payment to providers.
- Receives and responds to basic questions regarding AAA programs from clients and eligible residents; refers more complex questions to Program Director; provides a high level of customer service.
- Serves as Information and Referral specialist to assist callers with questions regarding services and resources available in the four county region. Refers callers to case managers or in house program staff.
- Organizes and maintains program files, reports and associated documentation; retrieves filed materials on request.
- Receives and sorts AAA mail; properly processes outgoing mail, packages and other special mailing items through the appropriate carrier.
- Prepares regular usage reports for postage and copier; coordinates with Main Office for the repair and replacement of office equipment.
- Keeps inventory of AAA Office supplies; communicates office supply needs to Main Office for ordering.
- Provides support services to the AAA Program Director and Program Coordinators, including but not limited to composing correspondence and reports, data entry, updating and maintaining various spreadsheets, basic computer, copier, and postage system troubleshooting, filing, sorting, travel arrangements and mailings.
- Performs other related duties as assigned.

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Desirable Knowledge and Skills and Experience:

- Knowledge of SEAGO policies, operations and services.
- Knowledge of Arizona Department of Economic Security Policy and Procedures as they pertain to Area Agencies on Aging operations, services and programs.
- Knowledge of the services provided and the eligibility requirements for the AAA programs.
- Knowledge of the Arizona Department of Economic Security Case Management Manual and basic assessment criteria of eligibility for program services.
- Fiscal management and bookkeeping experience.
- Knowledge of the Arizona Open Meeting Law and records management practices.
- Knowledge of notification requirements under Title VI of the Civil Rights Act.
- Ability to speak, read and write Spanish.

Education, Experience, and Certifications:

An Associates Degree in public administration, business administration, accounting, communications or other related field; a minimum of two (2) years demonstrated administrative level experience in business, public or non-profit sector; or any combination of education, training and experience which provides the following ***required knowledge, skills and abilities***:

- Knowledge of office practices and procedures.
- Knowledge of office machines and equipment.
- Skill in the use of personal computers and standard business software, including Microsoft Word, Excel and Outlook – strong emphasis on Excel skills.
- Skill in maintaining and updating computer databases, files and records.
- Skill in establishing and maintaining effective working relationships with co-workers, member agencies, providers and the general public.
- Skill in communicating effectively, both orally and in writing.
- Ability to learn, analyze and synthesize new information quickly, solve problems and make decisions.
- Ability to organize and maintain records, prepare reports, and compose correspondence related to the work.
- Ability to work in a team environment and enthusiasm about being a member of a team.
- Ability to maintain confidentiality of personal information collected from clients and employees.
- Skill in organizing and prioritizing work to meet established deadlines.

Environmental Factors and Conditions/Physical Requirements:

- Work is generally performed in a fast-paced office environment with shared work space and frequent interruptions and irregularities in the work schedule.
- Ability to lift up to 20 pounds.
- Ability to communicate by voice, use sight, and hearing.
- This position may require limited community work and travelling to and from various locations, therefore, the selected individual in this position should have the ability to travel, which may include operating a motor vehicle, using walkways, stairs, and/or elevators.
- No special coordination beyond that used for normal mobility, operation of conventional office equipment, and handling of everyday objects and materials is needed to perform the job satisfactorily.

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Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.
- Operation of motorized vehicles may be required for travel.

Other Requirements:

- Must possess a valid State of Arizona driver's license.
- Must have access to reliable transportation and ability to demonstrate proof of vehicle insurance.
- Must pass a Central Registry Background Check and must possess or be able to obtain a valid fingerprint clearance card that meets Level One requirements as described in A.R.S. §41-1758.07.

Grant Funded:

This is a grant-funded position that has been created to perform the duties and meet the requirements of one or more grants. The position is paid through funds received by SEAGO for administration of the grant. If the funding is withdrawn or significantly reduced, the position may be eliminated and/or the employee will be subject to layoff procedures or a reduced work schedule.

The SouthEastern Arizona Governments Organization provides equal employment opportunities to all applicants without regard to race, color, religion, sex, national origin, age, disability, political affiliation, or veteran status, genetics or any other protected status in accordance with applicable federal laws.

Approvals:

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| _____ Name: | Title: Office Specialist II | _____ Date |
| _____ Name: Randy Heiss | Title: Executive Director | _____ Date |