



July 2, 2019

ADMINISTRATIVE ASSISTANT – FULL TIME

Lake Links Inc. is the new non-profit agency supporting and coordinating transportation for seniors, persons with disabilities and low-income residents of Lake County. We are establishing our new office ideally to be located in either Clearlake or Lower Lake, and looking for a full-time Administrative Assistant to assist our clients and our staff. This position is salaried plus a benefit package, and the expected starting date is early August, or possibly sooner.

SUMMARY

The Administrative Assistant will report to the Mobility Manager, who works under the general direction of the CEO. This position will play an important role in supporting the current mobility programs and new programs and partnerships as they come on line. This position provides administrative support in the following areas: response to telephone and email inquiries; program eligibility information; transportation advice and customer support; assistance with ride scheduling and dispatch; preliminary eligibility determination for volunteer driver programs and ADA paratransit; data entry and database management; file management; word processing; preparation of reports; mail processing; copying and faxing; receptionist duties; and general administrative and office support.

TYPICAL DUTIES

1. Provide administrative support to the Mobility Manager and Lake Links' transportation programs.
2. Become knowledgeable with transportation services available in Lake County for seniors, persons with disabilities and low-income people, particularly those services sponsored by Lake Links and Lake Transit. This includes gaining familiarity with program policies and eligibility requirements.
3. Respond to inquiries by phone, email and internet regarding transportation information, and provide information and referrals as needed. Refer difficult situations to the Mobility Manager.



4. Upon request provide applications for volunteer driver programs, ADA paratransit and other transportation services. Provide assistance to applicants as needed.
5. Process applications for transportation services and provide preliminary eligibility determinations for the Mobility Manager to review.
6. Maintain client databases for transportation programs including ADA paratransit, volunteer driver programs, Out-of-County Medical Transportation, Senior Center Group Trips, and other transportation programs. For these tasks use EXCEL and other software.
7. Process rider trip reports and prepare monthly mileage reimbursement requests for volunteer driver programs.
8. Process trip requests for Out-of-County Medical Transportation, Senior Center Group Trips and other transportation programs. Prepare trip manifests, maintain records and prepare reports.
9. Provide guidance and tasks to volunteer office assistants, if available.
10. Assist Mobility Manager with the preparation of outreach materials (brochures, website, etc.) and presentation of Mobility Programs information to community groups.
11. Perform ongoing maintenance and development of filing systems, both physical and electronic.
12. Communicate and coordinate with staff of partner agencies such as Lake Transit.
13. Perform other related duties as requested by the Mobility Manager or CEO.

DESIRED QUALIFICATIONS

In addition to the specific skills identified below, the ideal candidate for the Lake Links Administrative Assistant will have:

- a. A sense of kindness and passion for assisting people.
- b. An ability to learn and apply new information, such as transportation policies and services.
- c. The ability to work independently and take initiative.
- d. A high school education and 2 years of college or vocational technical training in office management, a minimum of 2 years of responsible



experience in a comparable office situation, or an equivalent of education and experience.

REQUIRED SKILLS AND ABILITIES

1. Excellent communication skills, both oral and in writing.
2. Ability to maintain confidentiality.
3. Excellent organizational skills to prioritize and manage the many tasks required.
4. Knowledge of office systems, such as word processing, scanning, faxing, copying, filing, mail processing, etc. Type 30 wpm.
5. Thorough knowledge of computer capabilities and related software, including Word, Excel, Outlook, Access, Power Point and Publisher. Familiarity with web site design and social media is a plus.
6. Bilingual in English and Spanish is also a plus.

HIRING REQUIREMENTS

Applicants must have a current California Class C Drivers License. The successful applicant may be required to pass a Background Check.

SALARY AND BENEFIT INFORMATION

Lake Links offers an initial salary up to the equivalent of \$18 per hour (\$3,120/mo.), depending on qualifications, with an additional allowance towards a benefit package. The position also offers paid vacation and sick leave after 6 months service, and paid holidays.

HOW TO APPLY

Please submit a current resume showing current or recent work history and 3 professional references to either:

- Via Email: karl.parker@lakelinks.org
- Via US Mail: Lake Links Inc., P.O. Box 1030, Lower Lake, CA 95457
- In Person to: Lake Links Inc., c/o Lake Transit, 9240 Hwy 53, Lower Lake

Lake Links Inc. is an equal opportunity employer.