

SNAP Education and Outreach Assistant

Administrative Associate II (Clerical)

Salary Grade

GN05

Description of Work:

This position resides within the Food and Nutrition Services (FNS) Section under the Division of Child and Family Well-Being. The FNS Section works with Implementing Agencies (IAs) to offer outreach and education to SNAP eligible target population to make healthy food choices within a limited budget and choose physically active lifestyles consistent with the current Dietary Guidelines for Americans (DGA) and the USDA food guidance. Tasks include, but are not limited to the following:

- Assist with entering contract information in Open Window under the direction of the SNAP Education and Outreach Coordinator
- Assist with monthly invoice processing
- Create and update spreadsheet to track monthly expenditures and contract allocations
- Contact DSS Directors quarterly as needed to update mailing address
- Contact Implementing Agencies to follow-up on invoice questions, contract clarifications and amendments
- Assist with meetings/trainings to include printing, creating documents, reserving meeting room, assembling meeting packets, coordinating catering, contacting partners, setting up equipment, and set and clean-up.
- Assist with annual management evaluations to include printing documents, setting up meetings, requesting documents, and finalizing audit schedule
- Assist with returning phone calls and messages under the direction of the SNAP Education and Outreach Coordinator
- Assist in taking notes during various meetings under the direction of the SNAP Education and Outreach Coordinator
- Manage inventory of Civil Rights posters and distribution
- Serve as main point of contact when SNAP Education and Outreach Coordinator is not available

About the Division of Child and Family Well-Being:

The Division of Child and Family Well-Being works to promote healthy and thriving children in safe, stable, and nurturing families, schools, and communities. The division includes complementary programs that primarily serve children and youth to improve their health and well-being.

Knowledge, Skills and Abilities / Competencies:

To receive credit for all of your work history and credentials, you must list the information on the application form. Any information listed under the test resume section or on an attachment will not be considered for qualifying credit. Qualified applicants must document on the application that they possess all of the following:

- Knowledge of office procedures, methods, and practices.
- Experience managing and updating data using Excel
- Experience supporting an office/unit that requires a variety of assignments/tasks.
- Ability to utilize office equipment and other relevant technology to meet organizational needs. This includes computer software, copier/scanner, and FAX machine.
- Be able to manage multiple projects and deadlines.
- Organized and detailed oriented.
- Ability to demonstrate and apply knowledge in performance of administrative tasks and ability to explain and interpret information to clients/customers and staff.
- Ability to identify and understand issues, problems, and opportunities and to use effective approaches for choosing a course of action or developing appropriate solutions.
- Ability to clearly convey information and ideas through a variety of media to individuals.
- Ability to present ideas clearly effectively in written form; ability to adjust language or terminology to meet the needs of the audience; ability to use correct grammar, organization, and structure.

Minimum Education and Experience Requirements

High school diploma or General Educational Development (GED) diploma and two years of related administrative experience; or equivalent combination of education and experience.

Management Preferences;

Customer service experience or call center experience.