



Job Title: IT Specialist
Department: Office of Operations
Funding Source/Program: HS/CSBG
FLSA Status: Exempt
Compensation Level: Level 7
Supervisory Responsibilities: No
Reporting To: Director of Operations
Date Prepared: 12/21/2011
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is to be responsible for the hardware and software support for GCCSA internal staff computer equipment and peripherals. To include configuration, installation, updating, troubleshooting, repairing, replacing, licensing, loading OS, maintaining, updating, and troubleshooting.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support of internal staff computer equipment, throughout its life cycle.
- Asset Management-setup and maintenance of database of hardware serial numbers and, as it becomes available, a repair history. Software serial numbers will also be maintained in a separate database.
- Application troubleshooting at user level.
- Network setup and troubleshooting from user level to System Administrator level.
- Research, Installation, and testing of application software.
- Configuration and installation of new GCCSA user computers as requested and approved by user supervisor.
- Redistribution of reclaimed computers.
- Installation and maintenance of infrastructure to support users.
- Research new ways to support user requirements.
- Completion of all administrative tasks in a timely manner.
- Backup data on a daily basis, which will enable data, source code, etc. recovery in the event of a disaster; Maintain off-site tape storage/rotation process.
- Interact with Phone and ISP for Voice, VPN, and WAN issues.
- Provide technology related training to Agency staff.
- Perform OS upgrades, software upgrades, troubleshoots O/S configuration problems, apply current Service Packs, and hot fixes/patches on each server as required.
- Update technical support ticket system daily
- Contact all remote locations weekly to check the site status
- Research new ways to support user requirements.
- Web Site Management: Host Management, Site data updates, image management, Detail Reporting, and department data updates
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

Bachelor's degree in a technical discipline and two (2) years of computer technical support or equivalent work experience. In depth knowledge of Active Directory, Windows OS, Terminal Services, VPN, SQL, Backup Exec and Exchange required. A+ certification preferred.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Bilingual English/Spanish preferred. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Basic math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 30 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually very loud and noisy.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I have received a copy of the Job Description for my position:

Position: _____

Revision Date: _____

I have received, reviewed, and fully understand the job description and all of the duties and responsibilities listed. I further understand that I am responsible for the satisfactory execution of the job duties and responsibilities described therein.

I further understand that my job duties may change at anytime according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Maintenance Specialist
Department: Office of Operations
Funding Source: HS/CSBG
FLSA Status: Nonexempt
Compensation Level: Level 4
Supervisory Responsibilities: No
Reporting To: Facilities Administrator
Date Prepared: 02/27/2012
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is to be responsible for moving office furniture and coordination operating systems of appliance, carpentry, plumbing and electrical maintenance for the agency.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Review standards and operating procedures for improved and more efficient facility.
- Communicate with Facilities Supervisor on needs and/or issues.
- Follow-up on all work requests for repairs.
- Ensure that maintenance supplies are completed/ordered by scheduled deadlines to maintain smooth flow of operations.
- Responsible for repairs on all assigned work orders.
- Responsible for all assigned tools and equipment.
- Maintain compliance and standards for each work order completed.
- Maintain consistency with specifications and local state codes.
- Tests continuity of circuit to ensure electrical compatibility and safety of components.
- Examine appliances for mechanical defects and disassembles appliances.
- HVAC, maintain and regulate heating and cooling to maintain comfortable temperatures in an office.
- Inspect and repair leaks.
- Install and repair plumbing fixtures.
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ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
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- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
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- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

High School Diploma or GED required. Two (2) or more years' experience. Electrical repair, minor automotive repair, small engine repair, carpentry, painting, exterminating, construction, minor plumbing, and HVAC maintenance.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Bilingual English/Spanish preferred. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Basic math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation. Certification in One (1) or more of the following: Appliance, Carpentry, Plumbing or Electrical.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 75 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to very noisy.

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Employee's Signature

Date

Employee's Name (please print)



Job Title: Software Support Specialist
Department: Office of Operations
Funding Department: HS/CSBG
FSLA: Exempt
Compensation Level: Level 7
Supervisory Responsibilities: No
Reporting to: Director of Operations
Date Prepared: 12/20/2011
Revision Date: 09/01/2022

POSITION SUMMARY

The Software Support Specialist is responsible for deployment testing, training, and troubleshooting of all agency software to ensure that software is adequately deployed for purchase to implementation. This is a technical liaison position between vendors and all affected customers internal and external to the organization.

- 2 to 3 years participating in software deployment projects.
- Requires intermediate to expert level business application skills.
- Basic understanding of system and application development life cycle and software implementation methodologies required.
- Experience in creating and testing documentation required.
- Experience training groups of people on a business software product desired.
- Ability to exercise judgment, initiative, and resourcefulness in offering system development recommendations and training options.
- Ability to quickly learn new system applications, a relentless learner, open to change.
- Ability to analyze both success and failure for clues to improvement.
- Ability to work under short deadline requirements.
- Ability to explain complex concepts clearly in written and verbal communications.
- Ability to perform software training sessions as required.
- Excellent oral and written communications skills and proven ability to work in a cross functional organization.
- Intermediate to Expert level skills in support of Microsoft Office Suite products

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Gathers and analyze implementation requirements.
- Coordinates software implementation and connectivity between multiple vendors and end users.
- Properly sets and manages user expectations.
- Recommends and supports end user trainings, tracking outcomes as required.
- Creates testing and training documentation as required.
- Coordinates and/or trains users on software applications.
- Ensures the completion of all product implementation directly or indirectly.
- Provides regular status reporting on all aspects of software implementation.
- Supports issue management resolution.
- Supports business process projects as assigned.

- Supports the agency WASP Inventory software with duties as assigned
- Identifies and/or coordinates post software implementation requirements.
- Supports other Operations IT team member functions as assigned; and
- Supports agency disaster recovery plan
- Implementation of business software packages including training support; desired.
- Accounting or HR software implementation projects; desired
- SQL Experience, desired
- Database implementation projects desired; and
- WEB Page implementation projects experience desired

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education Requirements

Preferred: (4) years of college education in business, computer science or closely related field with two to three years of professional level systems experience in an integrated environment with a Microsoft or Cisco Certifications. **Desired:** At least two (2) years of college education in business, computer science or closely related field with two to three years of professional level systems experience in an integrated environment with a Microsoft or Cisco Certifications.

Licensing/Certifications

Must have a valid TDL, liability insurance and dependable transportation.

Language Skills

Must have the ability to read and comprehend simple instructions; ability to write simple correspondence.

Mathematical Skills

Basic math skills are required

Computer Skills

Candidate must be able to work in a computerized environment and have basic knowledge of word processing, e-mail, The Internet, and spreadsheet software.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies.

Oral Communication

Speaks clearly and professionally in positive or negative situations; listens and seeks clarification.

Written Communication

Writes clearly and informatively; Edits work for spelling and grammar; can produce reports.

Teamwork

Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Diversity

Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics

Treats people with respect and dignity; Works with integrity and ethically upholds Agency's mission and values.

Physical Demands & Work Environment:

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The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to moderately noisy.

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I further understand that my job duties may change at any time according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Warehouse Specialist
Department: Office of Operations
Funding Source/Program: HS/CSBG
FLSA Status: Nonexempt
Compensation Level: Level 4
Supervisory Responsibilities: No
Reporting to: Facilities Administrator
Date Prepared: 12/20/2011
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is to coordinate the acquisition, disposition, and control of equipment, supplies and/or material according to policies and procedures to coordinate the transfer of re-usable/recycling equipment and materials as follows:

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages the acquisition of property, supplies and/or materials from other agencies, to include transporting and warehouse of materials.
- Maintains record of acquisitions and distribution of property, supplies and materials (Assemble property as needed).
- Inspects goods and materials and assesses condition for distribution and /or recycling purposes.
- Coordinates the disposal of property, supplies and / or materials in compliance with Agency state and federal regulations.
- Responsible in being supportive of all safety procedures, training, and hazard elimination practices.
- Maintains current knowledge of local, state, and federal ordinance/regulations with security requirements that require an initiation of Agency changes.
- Operates Neo-post equipment to weigh and place postage on mail and packages.
- Maintains knowledge of postage fees, rules and regulations on mail and packages.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.

- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

High school diploma or GED equivalency. One (1) to three (3) years experience in related job duties and responsibilities specified. Knowledge of warehouse methodology. Knowledge of material transportation procedure. Ability to determine materials, equipment, and supplies usability. Records maintenance skills.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Bilingual English/Spanish preferred. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Basic math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 75 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to very noisy.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

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Position: _____

Revision Date: _____

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I further understand that my job duties may change at anytime according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Receptionist
Department: Office of Client Services
Funding Source: HS/CSBG
FLSA Status: Nonexempt
Compensation Level: Level 2
Supervisory Responsibilities: No
Reporting To: Client Services Manager
Date Prepared: 03/26/2015
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is to ensure that all incoming calls reach the correct person timely and courteously. Receive staff entering the building and allow their admission to the operating area according to policy. Query all visitors and locate the appropriate person to service or meet with them. Ensure customer (staff and visitors) satisfaction in each case.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer multi-line phone system with high volume and route calls to appropriate individual and/or department.
- Provide responses to inquiries about the organization.
- Greet visitors in a professional and courteous manner and provide information as needed.
- Locate staff requested and ensure each visitor receives on-going communication as needed.
- Inspect the telephone system regularly to make sure it is functioning properly.
- Ensure the station is always staffed by seeking relief for all breaks from station.
- Inform the appropriate person of status of lobby to ensure security is always available.
- Utilize computer and complete administrative tasks, as necessary.
- Maintain reception work area in an organized and clean manner.
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- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPETENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.

- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

High School Diploma or GED required. Clerical background preferred. The individual should be proficient in English and Spanish (able to read, write and speak both languages fluently). Be cordial with excellent interpersonal skills. At least two years previous experience as Receptionist in a high traffic area.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Bilingual English/Spanish preferred. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Basic math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

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Employee's Signature

Date

Employee's Name (please print)



Job Title: HS/EHS Associate
Department: Office of Head Start/Early Head Start
Funding source/Program: HS/EHS
FLSA: Nonexempt
Compensation Level: Level 4
Supervisory Responsibilities: No
Reporting to: Director of HS/EHS
Date Prepared: 02/14/2012
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is to be responsible for supporting the Head Start/Early Head Start Director and other program staff as directed. To assist in ensuring Head Start / Early Head Start Performance Standards and all other regulatory requirements are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Be knowledgeable of GCCSA and Head Start's mission, goals, policies, and procedures.
- Responsible for processing all work orders and requisitions submitted for procurement of supplies and services necessary for the Head Start/Early Head Start.
- Prepares and submits reports as required by the all-regulating agencies (i.e., attendance reports, classroom tracking reports, Head Start/Early Head Start enrollment, etc.).
- Maintain an orderly filing system and handles incoming requests from various content areas to be reviewed and approved by the Head Start / Early Head Start Director.
- Handle all information received and/or entered the computer information system in a confidential manner, adhering to timely schedules and deadlines.
- Maintain order of the office, including phone calls and schedule appointments.
- Compose routine correspondence, including memos, letters, forms, and spreadsheets.
- Coordinate and interface appropriately with other departments, clients, and community partners to ensure completion of tasks/goals.
- Attends meetings and record minutes per the request of the supervisor.
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ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
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- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

High school Diploma or GED required. Minimum of two (2) years of Administrative Assistant work. Preferred at least 6 hours of college level courses in Business Administration Equivalent combination of education or experience will be considered.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Bilingual English/Spanish preferred. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Basic math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

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Employee's Signature

Date

Employee's Name (please print)



GULF COAST COMMUNITY SERVICES ASSOCIATION, INC.

JOB TITLE: Community Services Associate
DEPARTMENT: Community Services
REPORTS TO: Community Services Director
SUPERVISORY RESPONSIBILITIES: No
FAIR LABOR STANDARDS ACT STATUS: Non-Exempt
COMPENSATION LEVEL: Level 4
FUNDING SOURCE: Community Services Block Grant

POSITION SUMMARY:

The primary scope of this position is to provide administrative support to the Community Services Director specifically and the Community Services Department in general. The person in this role will be responsible for the logistical support pertaining to events, communications, tracking of office inventory, data entry, scheduling appointments and other administrative tasks. The person in this role must have a positive attitude and work with regards to the highest standards of community action.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Facilitates the reporting and input of data for applicable reports for regulatory entities and funding sources as directed;
- Provides logistical support for department and Agency functions as directed;
- Answers incoming calls and respond accordingly (based on guidance from supervisor);
- Orders and tracks office supplies in department;
- Supports Agency-related programs and functions logistically and administratively;
- Maintains the office of the Director of Community Services;
- Utilizes premium customer service when interacting with internal and external stakeholders;
- Receives and accurately communicates information to internal and external stakeholders as directed;
- Manages and maintains confidential materials;
- Tracks and maintains expenditures;
- Presents and provides reports as directed;
- Coordinates administrative projects as directed (scheduling of clients for appointments, ordering supplies, logistical support for events, etc.);
- Schedules meetings as directed;
- Communicates issues and applicable occurrences to supervisor; and
- Performs other tasks as assigned.

KEY KNOWLEDGE, SKILLS AND COMPETENCIES NEEDED

- Have excellent communication and people skills, and provide excellent customer service;
- Have advanced technological skills and knowledge of Microsoft Office 365 Application Suite, social media, and client-tracking software;
- Have exceptional organizational skills;
- Problem-solve effectively, and make data-driven decisions;
- Have familiarity with the Federal CSBG Act, TAC, and State CSBG Laws, Statutes and Regulations;
- Support and show respect for all colleagues regardless of gender, age, ethnicity, race, politics, religion, or beliefs;
- Promote a harassment-free environment;
- Be able to work independently or on teams in challenging work atmosphere;
- Be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment;
- Plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment;
- Exercise appropriate judgment, discretion and maintain the confidentiality of all GCCSA's stakeholders;
- Avoid any interest or activity that conflicts with GCCSA's Standards of Conduct;
- Be experienced in conflict resolution; and
- Work with intentionality and integrity to ethically uphold GCCSA's mission, values, and goals.

DESCRIPTION OF WORK ENVIRONMENT

GCCSA's work locations vary based on the duties and responsibilities of the GCCSA team member (e.g., office, workstation, classroom, food pantry, warehouse, training and/or counseling rooms). In general, the noise level is usually quiet to moderately noisy.

VITAL TRAITS

- ✓ People-person
- ✓ Adaptable
- ✓ Self-starter
- ✓ Energetic
- ✓ Results-oriented
- ✓ Respectful
- ✓ Critical-Thinker
- ✓ Decisive
- ✓ Trustworthy
- ✓ Inclusive
- ✓ Servant-Leader

QUALIFICATIONS AND REQUIREMENTS

The following educational/experiential, licensing/certifications, communication, and physical demands outlined below must be evident and met satisfactorily:

1. Education/Experience

Associate degree preferred; High School Diploma or GED with at least four (4) years of relevant experience is required.

2. Licensing/Certifications

Administrative Assistant certification desired.

3. Communication

Communicates and comprehends information and ideas in English.

4. Physical Demands

- remain in a stationary position at least 50% of the time;
- move about various locations to access office equipment;
- occasionally ascend/descend a ladder to assess and/or service equipment;
- observe details at close range;
- move items weighing up to 50 pounds;
- travel to and from assigned work locations;
- lift items from the floor up to 50 pounds;
- reach overhead and to the floor; and
- wear personal protective equipment, when necessary.

5. Travel Requirements

- Attend job related activities such as meetings, training, workshops, etc., both in and out of the service areas; and
- Have reliable transportation.

EQUAL OPPORTUNITY EMPLOYER STATEMENT

GCCSA is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. GCCSA makes hiring decisions based solely on qualifications, merit, and business needs at the time.

In addition, GCCSA retains the right to change or assign other duties to this position, as needed.

AMERICANS WITH DISABILITIES ACT STATEMENT

If requested, GCCSA will attempt to provide reasonable accommodations to enable employees with disabilities to perform essential functions of their job, absent undue hardship.



GULF COAST COMMUNITY SERVICES ASSOCIATION, INC.

GCCSA JOB DESCRIPTION ACKNOWLEDGEMENT

I have received a copy of the Job Description for my position:

Position: _____

Revision Date: _____

By signing below, I am acknowledging the following:

- ✓ I have read the duties and responsibilities, skills, competencies, and requirements outlined in my job description.
- ✓ I fully understand what the expectations are pertaining to this position.
- ✓ I am aware that I am solely responsible for the satisfactory execution of the job duties and responsibilities described therein.
- ✓ I understand that my job duties and responsibilities may change at any time in accordance with GCCSA's needs.
- ✓ I understand that my performance appraisals will be based on my ability to accomplish the duties and responsibilities outlined in the job description.

Employee's Printed Name **Employee's Signature** **Date**



Job Title: Community Support Specialist
Department: Office of Client Services
Funding Source: CSBG
Supervisory Responsibility: No
FLSA Status: Nonexempt
Compensation Level: Level 3
Reports To: Client Services Manager
Date Prepared: 10/26/2015
Revision Date: 09/01/2022

POSITION SUMMARY:

The primary scope of this position is responsible for client applicant screening and document compilation, processing payments to vendors associated with clients receiving supportive services from the GCCSA, monitoring the status of vendor pledges, and providing support to department staff performing client services functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES –

- Compiles all application documentation associated with client and establishes client file
- Interfaces with other employee members to relay completed application files for determination of client eligibility, and case management services
- Processes documentation to be utilized for payments to vendors by GCCSA's Accounting Department
- Coordinates relationships with vendors to simplify and ensure proper and timely payments for services to clients
- Enters client data into GCCSA's NewGen Client Tracking System
- Participates in and attends Outreach and Community Events on behalf of the Client Services Department and GCCSA
- Performs Notary Public duties for the Client Services Department and GCCSA
- Complies with all agency, state, and federal regulations relating to the provision of services to eligible clients
- Adheres to all GCCSA agency policies and acts as a role model in the adherence to those policies
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position.
- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.

- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

Associate degree preferred; High School Diploma or GED required with at least two years experience working in a customer service-related role.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Basic math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 30 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to moderately noisy.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I have received a copy of the Job Description for my position:

Position: _____

Revision Date: _____

I have received, reviewed, and fully understand the job description and all of the duties and responsibilities listed. I further understand that I am responsible for the satisfactory execution of the job duties and responsibilities described therein.

I further understand that my job duties may change at anytime according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Accounts Payable Specialist
Department: Office of Audit, Finance and Human Resources
Funding Source/Program: HS/CSBG
FLSA Status: Nonexempt
Compensation Level: Level 4
Supervisory Responsibilities: No
Reporting To: Finance Manager
Date Prepared: 12/21/2011
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is responsible for all aspects of the accounts payable function and related activities. Individual must be able to perform in a fast-paced environment, work well under pressure and provide superior internal and external customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Date stamp documents supporting cash disbursements when received: vendor invoices, receiving reports, purchase orders.
- Ensures timely payments of vendor/provider invoices and clothing and prescription vouchers
- Maintains an approved vendor list and processes changes to the vendor listing when needed.
- Maintains W-9 files for all vendors and verifies correct tax status.
- Reviews vendor invoices, purchase orders copies, and receiving reports for completeness prior to payment processing.
- Forwards check requests, journal vouchers and supporting documentation for supervisor approval.
- Compares description, quantity, and price of each item on the vendor's invoice with the related item on the purchase order and the receiving report, noting and investigating any discrepancies.
- Verifies purchase orders, invoices, and monthly billing extensions on invoice (Quantity x unit price = amount) and validates calculations.
- Reviews account coding on all purchase orders processed for payment.
- Utilizes accounting software to enter invoices, purchase requisitions/orders.
- Prepares journal entries for all manual checks when checks are processed.
- Research account payable transactions when necessary.
- Distributes interoffice checks and mail vendor checks.
- Communicates with supervisor and/or dept. head regarding open purchase orders, investigates discrepancies as needed.
- Reconciles accounts payable transactions for each program monthly.
- Assists with preparation for audits and budget planning.
- Assists with fiscal year end closings.
- Creates and maintains accurate accounts payable reports.
- Creates vouchers for invoices, reimbursements, and monthly bills.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

High School Diploma or GED required, plus a minimum of six (6) semester or nine (9) quarter hours of college accounting credits required. Minimum of two (2) years Accounts Payable experience preferred or any combination of relevant work experience and education which provides the required knowledge, skills, and abilities. Knowledge of GAAP and OMB regulations governing non-profit agencies or ability to learn.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Intermediate math skills required. Fundamental understanding of accounting principles and practices.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications:

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

Safety as one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. The employee must be able to lift items from the floor up to 30 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to moderately noisy.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

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Position: _____

Revision Date: _____

I have received, reviewed, and fully understand the job description and all of the duties and responsibilities listed. I further understand that I am responsible for the satisfactory execution of the job duties and responsibilities described therein.

I further understand that my job duties may change at anytime according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Finance Specialist
Department: Office of Audit, Finance and Human Resources
Funding Source/Program: HS/CSBG
Supervisory Responsibilities: None
FSLA Status: Exempt
Compensation Level: Level 4
Reporting to: Finance Manager
Date Prepared: 12/19/2011
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is directly responsible for providing payroll related functions and clerical support in a variety of roles to the Finance Department. Individual must be able to perform in a fast-paced environment, work well under pressure and work well with others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Administer, review, and verify bi-weekly payroll for approximately 400(+) employees which require attendance verification, hours worked, pay adjustments, and post information to designated records
- Prepare and reconcile benefit and garnishment payments to vendors
- Troubleshoot payroll questions and respond to employee questions regarding payroll/timekeeping issues to resolve payroll related issues, while utilizing independent judgment and decision –making skills.
- Verify and properly match with payroll software reports for comparison and accuracy
- Review and verify employer quarterly and annual payroll tax returns ensuring timely and accurate government reporting for all required jurisdictions
- Input a variety of data to computerized data systems, maintain scanned and/or manual files for correspondence, records, and other documents
- Assist in the preparation of a variety of financial and statistical reports
- Assist with preparation of audit schedules and supporting documentation
- Responsible for helping to promote, model and set standards of the highest integrity
- Create, compile, manipulate and analyze data reports for external and internal purposes; enters or modifies data; writes queries and develops reports from HRIS (payroll), and supplies information to requestors as needed as a member of the finance team
- Oversee the timely completion and submission of all documentation required by external parties; makes decisions and recommendations based on results.
- Creates and maintains payroll records within the HRIS (payroll allocation, leave balances, etc).
- Conduct monthly audits of the HRIS (payroll) to ensure that all employee files are in compliance, organized and recorded in an accurate manner.
- Process all personnel actions (new hires, terminations, promotions, reclassifications, transfers, leaves of absence) into the HRIS.
- Provide direct support to CFO as needed
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

An associate degree in Accounting or Finance or at least 2 years work experience in Payroll/Accounting role or any combination of experience (minimum 2 years payroll experience) or education, which provides the required knowledge, skills, and abilities. Must have a thorough knowledge of GAAP and OMB regulations governing non-profit agencies or ability to learn. Experience using payroll and/or accounting software packages required.

Communication Skills:

Must have the ability to read and comprehend intermediate to complex instructions. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Intermediate math skills are required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 30 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to moderately noisy.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I have received a copy of the Job Description for my position:

Position: _____

Revision Date: _____

I have received, reviewed, and fully understand the job description and all the duties and responsibilities listed. I further understand that I am responsible for the satisfactory execution of the job duties and responsibilities described therein.

I further understand that my job duties may change at anytime according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Procurement Specialist
Department: Office of Audit, Finance and Human Resources
Funding Source/Program: HS/CSBG
FLSA Status: Exempt
Compensation Level: Level 5
Supervisory Responsibilities: No
Reporting To: Finance Manager
Date Prepared: 12/19/2011
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is responsible for all aspects of purchasing and related activities. Individual must be able to perform in a fast-paced environment, work well under pressure, and work well with others internally and externally.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Procure the highest quality goods and services in accordance with approved procurement policies and procedures
- Negotiate adjustments, returns and exchanges for goods and services purchased for agency
- Ensure purchases are made in accordance with accepted Federal and State standards
- Take affirmative steps to assure that small and minority businesses are utilized when possible as sources of supplies, equipment, construction, and services
- Create and implement a sophisticated electronic procurement tracking system to track all purchases from initiation of purchase request to posting of goods receipt
- Prepare or assist in the preparation of a variety of financial and statistical reports as assigned
- Maintain and review computerized records of items purchased, costs, delivery, product performance and inventories
- Play an integral role on committees to explore bid strategies, specification development and contract language; will be heavily involved in providing guidance on agency Request for Proposals (RFPs)
- Participates in the development and presentation of procurement related training
- Analyze price proposals, financial reports, and other data information to determine reasonable prices
- Ensure procurement records and files for purchases include (a) vendor selection or rejection (b) the basis for the cost or price
- Monitor shipments to ensure that goods come in on time, and in the event of problems, trace shipments and follow up with undelivered goods
- Confer with staff, users, and vendors to discuss defective or unacceptable goods or services and determine corrective action
- Classify, code, and assign goods and services purchased according to associated budget line item
- Exhibit exceptional internal and external customer service skills
- Develop a computerized database to track vouchers for uniforms, school supplies, and pharmacy vouchers
- Ensure funds are available in the appropriate budget category for all purchases as services requested
- Track expenditures by program and department to guarantee budgets are not exceeded

- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

Bachelor's degree in Business Administration or Finance or at least 3 years work experience in Procurement/Purchasing role or any combination of relevant work experience and education which provides the required knowledge, skills, and abilities. Knowledge of GAAP and OMB regulations governing non-profit agencies or ability to learn.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Intermediate math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 30 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to moderately noisy.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I have received a copy of the Job Description for my position:

Position: _____

Revision Date: _____

I have received, reviewed, and fully understand the job description and all of the duties and responsibilities listed. I further understand that I am responsible for the satisfactory execution of the job duties and responsibilities described therein.

I further understand that my job duties may change at anytime according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Human Resources Generalist/Recruiter
Department: Office of Audit, Financial, and Human Resources
Funding Source/Program: HS/CSBG
Supervisory Responsibilities: No
FSLA Status: Exempt
Compensation Level: Level 7
Reporting to: Human Resources Manager
Date Prepared: 09/26/2017
Revision Date: 09/01/2022

POSITION SUMMARY

The Human Resources Generalist/Recruiter is responsible for delivering all facets of recruiting success throughout the organization. This will be achieved through the development of recruiting plans, employing traditional sourcing strategies and resources as well as developing new, creative recruiting ideas. The Human Resources Generalist/Recruiter may assist as needed with the administration of the day-to-day operations of the human resources functions and duties. The position has a broad range of responsibilities and autonomy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve as primary recruiter for all required Agency talent.
- Design and implement overall recruiting strategy.
- Maintain an active pipeline of qualified candidates to ensure staffing needs are met in higher turnover departments.
- Source and recruit candidates by using applicant tracking software and job boards.
- Perform job and task analysis to document job requirements and objectives.
- Prepare recruitment materials and post jobs to appropriate job boards and social media outlets.
- Ensure consistency in hiring practices such as the posting of positions, assessments, hiring criteria, and communications.
- Assess applicant's relevant knowledge, technical and soft skills, experience, and aptitudes based on resume, job application, and screening tools.
- Comply with and ensure manager compliance with federal, state, and local legal requirements as well as organizational policy regarding areas such as interviewing applicants and records retention.
- Make recommendations to improve the talent acquisition function such as appropriate applicant assessment tools: sourcing methods; job boards, career fairs, etc.
- Manage contingent hiring needs and relationships with staffing agencies.
- Develop tracking metrics and analytical recruiting reports such as resume flow, applicants, source of new hires, et cetera to improve the sourcing of quality candidates and improve recruitment practices.
- Work closely with hiring managers to clearly identify job requirements and update current job descriptions, as necessary.

- Assist with all onboarding activities, including new employee orientation.
- Maintaining employee files and the human resources filing system.
- Provide Human Resources Generalist support as needed in the following areas: employee relations, training and development, employee engagement, and other related activities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPENTENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

Bachelor's degree in Human Resources, or another related field required. Minimum of 3-5 years' experience in a Human Resources Generalist role with a focus on recruitment. Must be able to demonstrate a sound knowledge of state, local, and federal labor laws, and regulations.

Communication Skills:

Must have the ability to read and comprehend complex instructions. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Language Skills

Must be able to speak clearly and professionally to staff, clients, and management. Possess strong listening skills with the ability to attain clarification as needed. Bilingual English/Spanish preferred.

Mathematical Skills

Intermediate math skills are required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access. Demonstrates familiarity with ADP (Human Resources/Payroll system) or other HRIS System is a preferred.

Licensing/Certifications

Professional in Human Resources (PHR) or Society of Human Resource Management – Certified Professional SHRM-CP) certification preferred. Must be able to provide own reliable transportation with the ability to travel to multiple locations.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 30 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting, the noise level in the environment is usually quiet to moderately noisy.

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Position: _____

Revision Date: _____

I have received, reviewed, and fully understand the job description and all of the duties and responsibilities listed. I further understand that I am responsible for the satisfactory execution of the job duties and responsibilities described therein.

I further understand that my job duties may change at anytime according to the needs of Gulf Coast Community Services Association.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in the job description.

Employee's Signature

Date

Employee's Name (please print)



Job Title: Human Resources Specialist
Department: Office of Audit, Finance and Human Resources
Funding Source/Program: HS/CSBG
FLSA Status: Exempt
Compensation Level: Level 4
Supervisory Responsibilities: No
Reporting To: Human Resources Manager
Date Prepared: 04/9/2015
Revision Date: 09/01/2022

POSITION SUMMARY

The primary scope of this position is to coordinate human resources related administrative activities. The role is required to generate, process, and maintain information applicable to personnel record keeping, employee documentation and the input of personnel actions (i.e., relevant employment information, i.e., skills, credentials, education, etc.) into the Human Resources Information System (HRIS) and other related systems. HR/Payroll database facilitation to include the creation, generation of queries and required personnel reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain the HRIS to include, but not limited to, inventory of documentation from personnel files, confidential files, benefits files, and automated files.
- Track material removed from files to ensure all documentation is returned.
- Locate, add, and retrieve materials from files in response to requests from authorized users.
- Create organizational data storage systems to ensure regulatory compliance related to FLSA, FMLA, Performance Standards and any other required sources.
- Conduct monthly audits (via personnel files and automated databases) to ensure that all documentation is in compliance and included in an organized and accurate manner.
- Administer the FMLA program for all Agency staff.
- Process all personnel actions (new hires, terminations, promotions, job changes, reclassifications, transfers, leaves of absence) into the HR/Payroll HRIS system while ensuring accuracy of necessary and completed forms.
- Maintain an interactive working relationship with the payroll office to resolve benefit/pay-related issues, using independent judgment and decision-making skills.
- Perform all employment and salary verification for existing and terminated employees, as required.
- Create, compile, manipulate, and analyze data and reports related to salary analysis, termination and hiring statistics, as well as other reports as assigned by the Human Resources Manager, for internal or external purposes.
- Provide back up for Human Resource Generalists as needed.
- Coordinate paperwork process for licensing central registry checks and other applicable background checks.

- Present and ensure the completion of all required new hire paperwork through the New Employee Orientation process.
- Attend job fairs as a spokesperson for the Agency regarding recruitment efforts and Agency programs.
- Assist with internal investigations as needed.
- Assume other duties as assigned by the Human Resources Manager.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This job description may be revised upon development of other duties and changes in responsibilities.

ESSENTIAL TRAITS/COMPETENCIES

Essential traits for this position are as follows:

- Must be a self-starter.
- Must be able to communicate effectively with team members and management.
- Must be results oriented.
- Must have superior organizational and time management skills.
- Must be able to work independently or on teams in challenging work atmosphere.
- Must have an exceptional aptitude for attention to detail.
- Must be able to prioritize and balance multiple projects and deadlines in a fast-paced, deadline driven environment.
- Must be able to plan and complete tasks and assignments on-schedule with minimal supervision using appropriate judgment.
- Must be able to exercise appropriate judgment, discretion, maintain the confidentiality of all Gulf Coast Community Services Association (GCCSA) stakeholders.
- Must be able to contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- Must be able to show respect and sensitivity for cultural differences; promote a harassment-free environment.
- Must be able to treat people with respect and dignity; work with integrity and ethically uphold the Agency's mission and values.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Education/Experience

An associate degree or related education plus relevant work experience. Any combination of education & experience which provides the required knowledge, skills, and abilities is qualifying. Knowledge of Human Resources policies and procedures. Must have the ability to maintain confidential, sensitive, and proprietary information.

Communication Skills

Must have the ability to read and comprehend intermediate to complex instructions. Bilingual English/Spanish preferred. Able to write concise, logical, and grammatically correct written communication and the ability to write simple and clear correspondence. Excellent oral and written communication skills are necessary to interact with all levels of management, colleagues, and staff to ensure consistency and proper procedure implementation.

Mathematical Skills

Basic math skills required.

Computer Skills

Must be able to work in a computerized environment and have intermediate knowledge of Microsoft Office Applications including but not limited to: Windows, MS Outlook, MS Word, MS Excel, MS Power Point and MS Access.

Licensing/Certifications

Must be able to provide reliable transportation.

Physical Demands & Work Environment:

Safety is one of our core company values. When necessary, employees may be required to wear personal protective equipment (PPE). The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee may regularly be required to talk and hear. The employee is frequently required to sit and use hands. Additionally, the employee is required to stand and walk. Employee must be able to lift items from the floor up to 30 pounds, reach overhead and to the floor.

The work environment is that which is typical of an office setting. The noise level in the environment is usually quiet to moderately noisy.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

I have received a copy of the Job Description for my position:

Position: _____

Revision Date: _____

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Employee's Signature

Date

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