

INCA Community Services, Inc.

Job Description



Title:	Administrative Assistant	Reports to:	Executive Director
Program:	Multi-Programs	Status:	Non-Exempt/Full Time/Full Benefits
Approved	June 2026	Wage:	(See Salary Scale)

Benefits: Health and Life Insurance, Sick and Annual Leave, Funeral Leave, Retirement Program (401k), Social Security, Worker's Compensation Insurance, and Unemployment Insurance. All paid holidays.

Job Summary:

The Administrative Assistant provides high-level administrative and clerical support to the Executive Director. This role involves managing complex calendars, handling confidential information, and coordinating meetings and projects. It demands strict confidentiality, strong communication skills, and a commitment to public service.

This position has episodic access to a vulnerable population.

Essential Functions: *The following is intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.*

- **Executive Support:** Coordinate the Executive Director's appointment schedule, track deadlines, arrange travel, prioritize phone calls, process expense reports, prepare purchase requisitions, manage mail, and draft and proofread professional correspondence.
- **Office Administrative:** Coordinate logistics for meetings and events, create agendas, and prepare materials. Maintain electronic and paper filing systems, manage sensitive information, and data report systems. Maintain the agency telephone extension list and organizational chart. Assist in keeping the office clean and organized.
- **Applications and Special Projects:** Assist in researching, gathering, and preparing data for reports, grants, proposals, agency-wide events, or special projects. Draft financial, statistical, narrative, and other reports as needed.
- **Project Management Support:** Track agency projects, assignments, and deadlines, ensuring follow-up across departments. Maintain project timelines and status reports to update the Executive Director. Assist with strategic planning processes.
- **Technology and System Support:** Maintain and track cell phones, tablets, and other electronic equipment inventory, and monitor usage monthly. Organize the Executive Director's Google Drive files into folders and manage electronic files on the Network Drive.
- **Document/Presentation Support:** Edit, update, format, and maintain professional agency documents, reports, presentations, and communication materials. Ensure quality control and consistency in agency branding and formatting across all written and presentation materials.
- **Compliance and Reporting:** Assist in tracking statistical data, compiling reports, conducting compliance audits, and supporting agency-wide strategic initiatives to meet local, state, and federal grant guidelines. Prepare forms, packets, and supporting documentation.
- **Agency Liaison:** Handles incoming calls and visitors, directing them to the appropriate agency departments and staff while providing information and referrals.

General Duties:

- Attend work punctually and regularly to ensure consistent service.
- Attend upon request all staff and other appropriate meetings, training, and conferences, some of which

may require out-of-town travel and evening/overnight attendance. • At all times, maintain a professional attitude and confidentiality of all records and information. • Demonstrate commitment to mission, values, and policies in the performance of daily routines. • Perform other program-related assignments as designated • Project a positive image of the agency to community members.			
Supervisory Relationships:			
Works under the direct supervision of the Executive Director and is accountable to the Board of Directors.			
Knowledge and Skills:			
<i>To perform this job successfully, an individual must be able to satisfy each essential duty. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill, and/or ability required.</i>			
• Tech Proficiency: Advanced knowledge of the applications in Google Drive, including Docs, Sheets, and Presentations. Advanced knowledge of, remote conferencing, applications, and scheduling/database software. Advanced computer knowledge. Knowledge of CANVA, flipbooks, or other online design applications. • Communication Skills: Exceptional verbal and written communication skills with the ability to handle sensitive and confidential information with discretion. • Interpersonal Skills: A compassionate, culturally responsive, and professional demeanor, as the role involves working with diverse demographics and community groups.			
Qualifications:			
Education: A high school diploma or GED is the minimum requirement.			
Experience: 1 -4+ years of office management or administrative experience, ideally with a non-profit, social service, or government organization			
Physical Requirements: Employee must be able to:			
<i>The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i>			
• Must be able to perform the essential functions of the job.			
INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER			
Acknowledgment: I acknowledge receipt and understand the contents of this job description.			
Signature of Employee:		Date:	

