



Capital Area Council of Governments

Job Description

CAPCOG Title: Front Office Coordinator
Division: Administrative Services
Reports to: Administrative Coordinator
State Title & Salary Grade: Administrative Assistant IV / A15
FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Capital Area Council of Governments (CAPCOG) carries the mission of strengthening the Capital of Texas ten-county region by providing and sharing resources with the local government entities. Our positions offer an excellent benefits package, flexible work schedules, and training.

We are seeking a self-starter to take on various projects, while supporting and contributing to our agency's mission serving local governments. The ideal candidate enjoys problem-solving and contributing to process improvement initiatives. While making a difference in the lives of the people we serve and the local government agencies we help, our team is collaborative, encouraging, challenging, and promotes constant growth.

The Front Office Coordinator performs highly complex administrative work which includes clerical duties along with handling and routing calls and visitors to the agency and general front office coordination. Manages agency purchasing, deliveries, mailouts. Works with Administrative Services staff on building and facilities reporting, meeting room scheduling, and maintaining employee rosters. Supports members services activities regarding outreach, proofreading, database support, and distribution of information. The Front Office Coordinator also assists with filing, copying, faxing, billing, and database support. Works under moderate supervision with moderate latitude for the use of initiative and independent judgment. The essential functions of this position must be performed at CAPCOG offices therefore the position is not eligible for routine telecommuting on a regular basis.

ESSENTIAL FUNCTIONS

Essential duties and functions may include the following. Other related duties may be assigned.

- Handles and routes all incoming calls to the agency's main line or provides the required information. Receives agency visitors and provides general information and guidance.
- Provides clerical and meeting support for Executive Committee and General Assembly.
- Provides general administrative and clerical support for Administrative Services Division including filing, proofreading documents, preparing documents.
- Assists Members Services Coordinator with preparation of annual report and newsletters along with managing and updating digital contact information for employee and agency membership.
- Creates and manages agency purchasing requisitions, deliveries, incoming and outgoing mail and mailouts.
- Operates postage machine and prepares meter report.
- Handles printing, scanning and mailouts for all divisions with large projects.
- Manages agency's meeting rooms reservations process and calendar.
- Assists with office facilities including making reports to building management, monitoring and ordering offices supplies and breakroom items along with stocking and restocking kitchen areas.
- Tracks and reports all copier usage, supplies and repairs.

- Receives reports on office facilities issues and reports to building management, working with Executive Assistant.
- Assists with posting information in specific locations on the CAPCOG website including Human Resources postings.
- Updates the Master Mail database and Global Address List as directed.

GENERAL QUALIFICATIONS

Education

Graduation from an accredited high school or equivalent is required and experience in administrative support work.

Experience

Two years of experience in a field related to the essential duties and functions of the position required.

A combination of education and experience can be substituted for one another as determined by the Executive Director.

Knowledge, Skills, and Abilities

- Knowledge of and the skill in the use of office electronics used to accomplish the tasks of the position such as but not limited to a desktop computer, photocopier/scanner, and multiline telephone.
- Knowledge of and skill in file management systems.
- Knowledge of and skill as an intermediate user of MS Word, Excel, Outlook and SharePoint.
- Knowledge of and user of the English language including the meaning and spelling of words, rules of composition and grammar with the ability to communicate effectively in writing for the appropriate audience.
- Ability to communicate information and ideas in speaking so others will understand.

PHYSICAL REQUIREMENTS

Remain in a stationary position at a desk throughout the workday.	Frequently
Stand and perform tasks throughout the workday. May be stationary for periods of the day.	Seldom
Move about inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Seldom
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	Frequently
Move objects weighing up to designated # of pounds.	Seldom - 35 lbs
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 35 lbs
Converse with others both in person and over the phone.	Regularly
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
Move body into multiple positions to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
Performs duties in professional office environment.	Constantly
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	Never
Drives a vehicle to perform CAPCOG business.	Never

PHYSICAL REQUIREMENTS KEY

Never 0% Seldom 0-30% Regularly 30-60% Frequently 60-90% Constantly 90-100%

- Seldom would be up to 12 hours per week or 0 to 2.4 hours per day
- Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day

- *Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day*
- *Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day*

I have read and understand all aspects of this job description. I have discussed the duties with my supervisor.

Employee Printed Name and Signature

Date

Supervisor Printed Name and Signature

Date