



EXTERNAL POSTING
Employment Application Packet
for
Administrative Assistant
Position

Pay Level: \$14.69 to \$15.29 per hour

Hours: 40 hours per week

Work site location: La Crosse Office

The job description is attached.

For your application to be considered, you must complete all of the following materials that have a check mark before them:

√ Application form

√ Ranking Criteria form

√ Resume

This application packet is due by 2:00 PM on Monday, February 11, 2019.

We will only consider your application if we have received the materials by the specified due date and time.

Materials may be emailed to courtney.messer@couleecap.org, faxed to 608-634-3134, or mailed to, or dropped off at, the following location: Couleecap, 201 Melby Street, Westby, WI 54667

If faxing, please call Courtney Messer at 608-424-4836 to make sure all pages were received.

For more information please visit our website at:
www.couleecap.org

COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.
AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST.





A message from our Executive Director, Hetti Brown

Thank you for your interest in a position at Couleecap. Couleecap is a non-profit organization that has been serving the community for over 50 years. The key to our success is the staff of over 50 local residents who are dedicated to helping others. For many employees, this work is more than a job. It is a career, a life's work, a way of being part of the great Couleecap mission of *people helping people*. We believe that your contribution to fulfilling this mission will add great value to your life.

We are an anti-poverty organization. We fight the conditions of poverty throughout our communities. We work to help individuals and families improve their quality of life while advocating for solutions to the root causes of economic inequality. We want to hire people who share our commitment to these goals.

Couleecap is an inclusive workplace where diverse experiences, employee input, and teamwork are encouraged and supported. We offer a broad range of excellent pay and benefits and opportunities for personal and professional advancement. We want every individual to learn and grow while working at the agency. Beyond this, employees benefit from the feeling of personal satisfaction gained while helping others change their lives for the better.

Our organization has a dedicated and supportive Board of Directors. The Couleecap Board encourages the staff to be the best that they can be, and their support has enabled Couleecap employees to focus on providing outstanding service to our communities since 1966. If you are a dedicated employee who wants to help us accomplish our important work, we need you as much as you need us.

Thank you,

Hetti Brown



COULEECAP
Job Description: Administrative Assistant

SALARY LEVEL: Grade 14

DATE: August 2017

SUMMARY: Assists staff in consortium environment by providing clerical and receptionist support for multiple programs, coordinating information systems, and reporting activities. Provide administrative support to program management and operations. Provides support activities that involve broad interpretation of established guidelines and procedures. Provides clerical and technical support services to unit operations and staff. Maintains well-organized and professional office environment. Assists clients with questions regarding multiple programs. Employee must be able to exercise discretion in handling confidential matter.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Supports and upholds Couleecap's mission to fight poverty and promote self-sufficiency for individuals by helping to identify needs, mobilize resources, and provide quality services.

Performs wide range of clerical duties for other staff, including copying, word processing, data entry, filing, scanning, report preparation and other tasks as assigned.

Provide staff support with project specific tasks as necessary. Includes but is not limited to, coordinating mass mailings, scheduling meetings/appointments, and ordering materials and supplies.

Facilitate and distribute donations for agency programs.

Updates and initiates databases utilizing automated and manual systems. Maintains postage logs and copy logs for funding allocation purposes.

Greets general public, clients, vendors, and other business personnel, directing them to appropriate staff person and/or programs within the agency. Answers telephone and manages messages to staff. Refers individuals to other available resources/services in the community.

Receives and processes in-coming/out-going postal mail and email messages to staff.

Coordinates the ordering of supplies and equipment. Maintains inventory of office supplies and equipment.

Coordinates repair and maintenance of basic office equipment as needed.

Maintains well-organized and presentable office environment. Serves as contact for cleaning services, phone service, and property owners/managers. Completes light cleaning duties around the office, such as, but not limited to: cleaning the refrigerator and microwave, vacuuming the office area, light dusting, and garbage removal.

Identifies reporting system problems and recommends possible solutions.

Establishes/maintains local files and reference manuals in accordance with established program procedures to ensure access to information.

Completes case file review for all Supportive Housing Program client files, documents needed or missing file information in accordance with HUD requirements.

Maintain document files and documentation for program grants.

Tracks supportive services spending for all SHP case managers.

Serves as lead data entry person for Wisconsin ServicePoint Database. Ensures agency compliance with WISP. Enters and maintains all client information in WISP for SHP, ESG/HPP, TBRA, Housing First programs. Trains staff on use of Wisconsin ServicePoint and related documents needed to maintain accurate records in this database.

Serves as Trans Union Desk Top and Tenant PI administrator. Conducts all credit and background checks for clients as required in programs. Allocate costs and conducts billing for such services.

Calculates and sends rent certificates to SHP clients at the end of the year.

Maintains accounting on petty cash, morale accounts, and other special office funds.

Works directly with clients to complete referrals for the Coordinated Entry system. Completes follow-up calls and emails with these clients to maintain accurate records.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATION REQUIREMENTS: 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 and/or EXPERIENCE: Requires two years of education beyond high school: junior college, community college, or university; or 1-2 years' previous experience; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to compute rate, ratio, and percent; and draw and interpret bar graphs.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS: Access to reliable, licensed, insured driver and transportation.

OTHER SKILLS and ABILITIES: Ability to use Microsoft Word, Access, Excel, and Outlook. Must possess the ability to complete multiple tasks accurately and efficiently and respond to a wide variety of requests from multiple staff members. Knowledge of standard office procedures. Ability to display poise and tact in contacts with public and staff. Ability to follow confidentiality requirements.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable

individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Ranking Criteria Form

PLEASE NOTE: You must respond to the ranking criteria listed below and attach your answers to your application or your application will be rejected.

Ranking Criteria Form for position: Administrative Assistant

**** PLEASE READ THIS:** All applications for employment at Couleecap are rated according to certain criteria. Applications for this position will be ranked on the criteria listed below. Be sure to address each of these criteria on an additional page(s) that you attach and return. You will be rated and given points based on these criteria. Applicants with the most points will receive an interview. All applicants will be notified (usually by mail) if they have been selected for an interview or not.

1. Are you familiar with Couleecap and the services and programs we offer? Please explain.
2. Describe your experience with working with social service agencies, low-income people, and people living with mental health disorders.
3. Describe your knowledge of community agencies and organizations serving low-income people in the La Crosse area.
4. Describe your experience in performing general clerical and receptionist duties.
5. Describe your experience using Microsoft office software (Word, Excel, Powerpoint, Access, Outlook). What is your level of proficiency in each of these programs?
6. Describe your experience in utilizing web based data bases. What is your level of proficiency?
7. What is your typing speed?
8. Describe your ability to operate basic office equipment, including multi-line phone systems.
9. What is your experience with maintaining an orderly and functioning office environment?
10. Describe your experience in maintaining supplies/ordering supplies.
11. Describe your experience with managing multiple assignments and deadlines.
12. Describe your experience with providing leadership and coordinating functions in a diverse work setting.
13. Describe your experience with greeting and assisting customers, clients, or general public.
14. Do you have access to a reliable, insured, licensed driver and vehicle?

Couleecap is dedicated to the philosophy of Continuous Improvement. This means that we are committed to teamwork, the use of good conflict resolution skills, and good communication skills. We encourage employee input and group problem solving. We want every individual to learn and grow while working at the agency. We want to hire people who share our commitment to these ideas and goals.



201 MELBY STREET • WESTBY, WISCONSIN 54667 • PHONE: 608-634-3104 • FAX: 608-634-3134 • WWW.COULEECAP.ORG

Application For Employment

COMPLETE ALL SECTIONS. WRITE IN "N/A" IF REQUESTED INFORMATION IS NOT APPLICABLE.

1. Name (Last, first, middle)			
2. Address			
Street or RFD #	City	State	Zip Code

3. Position desired
4. Telephone #
5. Email

ANSWER ITEMS 6 THROUGH 10 BY PLACING AN "X" IN PROPER COLUMN. PROVIDE DETAIL WHERE APPLICABLE.

	YES	NO
6. Do you have a legal right to work in the United States permanently?.....		
7. A. Do any members of your immediate family serve on the Couleecap, Inc. Board of Directors?.....		
B. Are any members of your immediate family currently employed by Couleecap, Inc.?.....		
Note: Immediate family is defined as spouse, parent, child, sibling, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandparent, grandchild, aunt, uncle, niece, nephew, stepparent, stepchild, son-in-law and daughter-in-law.		
C. If 7A or 7B was answered "Yes", give name of family member.		
8. Have you been employed by Couleecap, Inc. before?.....		
If "Yes", give position(s) held and dates.		
9. A. Are you available for work immediately?.....		
If "No", on what date would you be available? _____		
B. Are you available to work full time?.....		
part time?.....		
temporary?.....		
10. A. Can you travel if the job requires it?.....		
B. Do you have dependable transportation?.....		
C. Do you hold a valid driver's license?.....		
D. Do you carry auto insurance coverage?.....		

11. EDUCATION	HIGH SCHOOL	TECHNICAL SCHOOL/COLLEGE	GRADUATE/PROF.
School Name & Address			
Years Completed			
Diploma/Degree			
Describe Course of Study			

Describe specialized training, skills, apprenticeships:

12. EXPERIENCE: BEGIN WITH CURRENT OR MOST RECENT JOB OR VOLUNTEER EXPERIENCE AND WORK BACK. ACCOUNT FOR PERIODS OF UNEMPLOYMENT EXCEEDING THREE MONTHS ON THE LAST LINE OF EXPERIENCE BLOCKS IN ORDER OF OCCURRENCE.

Name & Address of Employer: Telephone:	Dates of Employment (month & year) From _____ To _____	Reason for leaving
	Title of Position	Name of Immediate Supervisor
	Salary or Earnings Beginning \$ _____ per _____ Ending \$ _____ per _____	May We Contact this Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Description of work (describe specific duties, responsibilities and accomplishments in job)

Name & Address of Employer: Telephone:	Dates of Employment (month & year) From _____ To _____	Reason for leaving
	Title of Position	Name of Immediate Supervisor
	Salary or Earnings Beginning \$ _____ per _____ Ending \$ _____ per _____	May We Contact this Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Description of work (describe specific duties, responsibilities and accomplishments in job)

Name & Address of Employer: Telephone:	Dates of Employment (month & year) From _____ To _____	Reason for leaving
	Title of Position	Name of Immediate Supervisor
	Salary or Earnings Beginning \$ _____ per _____ Ending \$ _____ per _____	May We Contact this Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Description of work (describe specific duties, responsibilities and accomplishments in job)

13. Other Professional References (not former employers or relatives)

Full Name	Present Business or Home Address	Telephone #	Business/Occupation

A FALSE, INCOMPLETE, OR DISHONEST ANSWER TO ANY QUESTION ON THIS APPLICATION WILL BE GROUNDS FOR RATING AN APPLICANT INELIGIBLE FOR EMPLOYMENT WITH THIS AGENCY, OR FOR DISMISSAL AFTER EMPLOYMENT. ALL STATEMENTS ON THIS APPLICATION ARE SUBJECT TO INVESTIGATION (EXCEPT WHERE NOTED IN #12 ABOVE). ALL INFORMATION WILL BE CONSIDERED IN DETERMINING AN APPLICANT'S ELIGIBILITY FOR EMPLOYMENT WITH THIS AGENCY. I RELEASE COULEECAP, INC., FROM ALL CLAIMS AND LIABILITIES REGARDING REFERENCES GIVEN. I UNDERSTAND ALSO, THAT IF HIRED, I WILL BE REQUIRED TO ABIDE BY ALL RULES AND REGULATIONS OF THE ORGANIZATION. I UNDERSTAND THAT MY EMPLOYMENT WOULD BE FOR NO SPECIFIC PERIOD OF TIME AND THAT I MAY BE TERMINATED AT ANY TIME.

Signature of Applicant

Date

**COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.
AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST.
COULEECAP IS COMMITTED TO QUALITY SERVICE AND CONTINUOUS IMPROVEMENT.**

AFFIRMATIVE ACTION SURVEY

Couleecap, Inc. is an equal opportunity employer and strives to comply with all government regulations and affirmative action responsibilities. Applicants are considered for all positions and employees are treated during employment without regard to race, color, sex, national origin, age, marital or veteran status, sexual orientation, or disabling condition.

We are required to collect data on this questionnaire for record keeping and to document affirmative action efforts. While your reply will be most helpful to us in carrying out our administrative responsibilities, return of this form is entirely voluntary.

This questionnaire will be detached from your application upon receipt. This information will not be seen or used by people involved in screening or in the interviewing processes for applicants. This data will be kept in a confidential file separate from your job application.

Thank you for your cooperation!

I chose to NOT complete this form.

1. Position Applied for: _____ Date _____

2. How did you first find out about this job opening?

- | | |
|-------------------------------------|-------------------------|
| _____ Advertisement | _____ Friend/Relative |
| _____ Job Service | _____ Walk-In/Inquiry |
| _____ From an employee of Couleecap | _____ Internet |
| _____ I am an employee of Couleecap | _____ Couleecap website |
| _____ Other | |

3. Gender: _____ Male _____ Female _____

4. Age 40 or Older: _____ Yes _____ No

5. Race:

- | | |
|-----------------------------------|---|
| _____ African American or African | _____ American Indian or Alaska Native |
| _____ Asian | _____ Native Hawaiian or Other Pacific Islander |
| _____ White | _____ Other Race |
| _____ Two or more races | _____ Unknown |

Ethnicity:

_____ Hispanic/Latino _____ Not Hispanic/Latino _____ Unknown

6. Disability or Handicap: _____ Yes _____ No (Please DO NOT tell us the disability or handicap you have – just whether or not you have a disability or handicap or perceive yourself as having one)

7. Veteran: Yes No Vietnam Era Veteran: Yes No

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