

Newcap, Inc.
1201 Main Street
Oconto, WI 54153
www.newcap.org

JOB DESCRIPTION

JOB TITLE: Transportation Office Assistant
SUPERVISOR: Transportation Director / Transportation Coordinator
CLASSIFICATION: Non-Exempt – Part Time
WORKSITE: Oconto and Green Bay, WI

JOB PURPOSE:

Under the direct supervision of the Transportation Director and the Transportation Coordinator, this position provides administrative, secretarial support, and out-of-office transportation program(s) hands-on assistance for the Transportation Director, the Transportation Coordinator and the Transportation department.

ESSENTIAL FUNCTIONS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Process loan applications.
2. Gather accurate documentation to complete loan files.
3. Data entry of applications into the CAPTAIN software system.
4. Meet with clients.
5. Update spreadsheets.
6. Draft written responses, replies by phone or e-mail when necessary. Responds to regularly occurring requests for information.
7. Answers phones for the Transportation Director and Transportation Coordinator. Takes messages or fields/answers all routine and non-routine questions. Ability to work in cooperation with other departments.
8. Acts as a liaison with other departments and outside agencies. Handles confidential and non-routine information; explains information as needed.
9. Ability to work independently and within a team setting on special non-recurring and ongoing projects with other departments
10. Types and designs general correspondences, memos, etc.

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Perform duties as workload necessitates. May require flexibility of work schedule.
3. Assist Transportation Coordinator with occasional out-of-office program follow-up with clients (may require assistance with automotive, hands-on, help).
4. Maintain a positive and respectful attitude.
5. Communicate regularly with supervisor.
6. Demonstrate flexible and efficient time management and ability to prioritize workload.
7. Consistently report to work on time prepared to perform duties of position.

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8. Meet productivity standards.
9. Have an established community network in place.
10. Ambassador for Newcap, Inc. along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.

COMPETENCIES:

1. Technical Capacity.
2. Personal Effectiveness/ Multitask effectively, Credibility/Maintain complete confidentiality in all Newcap business-related matters.
3. Thoroughness.
4. Collaboration Skills.
5. Communication Proficiency.
6. **Flexibility** with work schedule and able to adapt to different situations.
7. Positive attitude.
8. Reliable, dependable, prompt, organized, and work well with minimal supervision.
9. Pleasant, professional, courteous demeanor, respectful, and treat all people with dignity.

WORK ENVIRONMENT:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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 use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; walk; stand; lift; move objects; balance; stoop; kneel; crouch; crawl; talk; and hear.

Specific vision abilities regularly required by the job include close visions, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is occasionally required to exert up to 25 pounds of force.

While performing the duties of this job, the employee is rarely required to exert up to 50 pounds of force.

This role is roughly 50% office work, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a part-time position. Days and hours of work are mainly during office hours of Monday through Thursday, 8:30 a.m. to 5 p.m., 25 to 27 hours per week.

TRAVEL:

1. Must have a valid driver's license and have access to a reliable car with insurance coverage (this position will be working out of the Oconto and Green Bay offices).

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2. A willingness to travel when necessary. Some travel during normal work hours and minimal overnight travel for training (agency vehicles and travel policy in place).

REQUIRED EDUCATION AND EXPERIENCE:

1. High School Diploma/GED.
2. Computer knowledgeable (Microsoft Office Suite - Outlook, Excel, Word, etc.).
3. One-year Customer Service experience.

PREFERRED EDUCATION AND EXPERIENCE:

1. Automotive knowledge helpful.
2. One-year of computer software experience (Microsoft Office Suite, Outlook, Excel, Word, etc.).

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Please Note: Due to the large number of resumes received, only those applicants selected for interviews will be contacted.

Thank you for your interest in joining our Team!