

**CATHOLIC CHARITIES OF SOUTHEAST TEXAS**  
**Job Description**

**Position: Disaster Response Operations Assistant**

Salary Range: N-3

Job Classification: Hourly/Full-Time

**General Description:** Responsible for assisting the Director of Disaster Response/Emergency Assistance with the clerical duties, overall organization, and administrative activities for the Disaster/Emergency Assistance Program. The Operations Assistant serves clients of all religious, racial, ethnic, and cultural backgrounds. Other duties include scheduling appointments; follow up documentation and pledges, filing, data entry and assisting Director in other daily activities.

**Organizational Relationships:**

Reports to: Director - Disaster Response.

Also works with: Office Manager, Receptionist, Vice President of Programs, program leads and staff members, community leaders, funding sources, industry professionals, volunteers and clients.

**Essential Duties and Responsibilities:**

- Assist with logistics and administrative support related to daily DCM team operations, trainings, meetings, and conference calls.
- Prepare expense reports, vouchers, time sheets, spreadsheets, and other items as needed;
- Coordinate operational needs related to warehouse, office space, telephones, computers, office equipment, inventory control, ordering and organizing all office supplies, sorting and distribution of mail and faxes
- Ensure DCM team has office supplies needed to execute their work.
- Handle all duplicating and collating functions;
- Conduct routine administrative tasks on behalf of Disaster Response finance and program functions as requested.
- Responsible for ensuring effective delivery of services, including phone calls, pledges, completion and submission of vouchers, follow-up and referrals.
- Responsible for the overall record keeping for the program and ensures the confidentiality of the information contained within (i.e. family files, telephone intake files, and waiting lists).
- Collects, maintains, and protects accurate service delivery statistics; keeps management apprised of servicing issues, trends and cost implications.
- Assists with preparation of program reports and correspondence.
- Completes documentation process for financial assistance in accordance with program and agency guidelines.
- Assist with volunteer recruitment and assignments.
- Position is a member of the Key/Essential Staff and following a disaster must report to assigned location as soon as it is determined.

Revised: 07/23/2010

**Nonessential Duties and Responsibilities:**

Performs other duties as assigned by the Disaster Response Program Director or Vice President of Programs.

**Supervisory Responsibilities:**

This job has no direct supervisory responsibilities.

**Minimum Education/Experience:**

High School diploma or GED. Certification in Office or Accounting Technology preferred. ;

**General Qualifications:**

- Bi-lingual in Spanish / English preferred.
- Proficient in basic computer skills, including Microsoft Excel and Word applications.
- Proven leadership, administrative and organizational abilities.
- Strong written and verbal communication skills.
- Comfortable working within multicultural settings.
- Willing to travel and work evenings and weekends when necessary.
- Demonstrated sensitivity to diverse cultures.
- Must have adequate/available and reliable transportation.
- Annually the employee must provide a copy of their valid Driver's license and proof of personal automobile insurance to the Administration Office.

**Equipment Used:**

Telephone, personal computer, copier and fax machine.

**Working Conditions:**

Work is carried out in a controlled, agreeable environment as generally represented by normal office conditions. In times of disaster response, conditions may vary.

**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.

**Contacts:**

Requires contact by telephone, in writing, and personal contact with clients, prospective clients, other service providers, volunteers, and government agencies.

**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 duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

**Mental and Aptitude Requirements:**

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

**Work Performance Measures:**

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the overall Catholic Charities agency.