



Administrative Assistant – La Crosse Office

Provide clerical and receptionist support for multiple programs and staff. Provide direct referral supports to clients looking for services. Frequent interaction with those who are homeless and living with a mental health disorder. Coordinates communication between programs and maintains well-organized and professional office environment. Must have one year secretarial, vocational, or semiprofessional education beyond high school. 1-2 years experience in related field. This position is a grade 14A, \$14.45 per hour, 40 hours per week. Great benefits package, growth opportunities, a variety of flexible working arrangements for maintaining balance between work and your personal life. Couleecap is committed to hiring a diverse workforce from a wide range of backgrounds. Agency application packets must be turned in to Courtney Messer at the Westby office by 2:00 pm on Wednesday, October 17, 2018. Call 608-424-4836 or visit our website at www.couleecap.org to receive the required application packet.

Application Packet Deadline:
Wednesday, October 17, 2018 by 2:00 pm

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



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.

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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.



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.**



Benefits For Full Time Employees

(Employees who average 60 or more hours per pay period)

Paid Time Off

Fixed Holidays: 10 days/yr. These paid holidays will be granted each year – New Year’s Day, President’s Day, Spring Holiday, (Good Friday) Memorial Day, Independence Day, Labor Day, Thanksgiving, day after Thanksgiving, Winter Break (December 24 & 25). Full time employees earn 8 hours of holiday pay for each fixed holiday.

Personal Holidays: Maximum of 16 hrs/yr. Employees accrue 3 personal holiday hours as of Jan. 1 & subsequently earn one-half hour of personal holiday time per pay period. Days can be used before earned. Available hours are prorated for those who start with the agency after January 1st of each year.

Vacation: Accrued at the rate of 5% of paid hours up to the 80-hour base. After completion of five years, this increases to 7.5% of paid hours and after completion of ten years this increases to 10% of paid hours. (Based on 24 payrolls)

Sick Leave: Accrued at the rate of 5% of paid hours up to the 80-hour base. (Based on 24 payrolls)

Hazardous Weather Pay: In the event of extremely bad weather, an employee may use up to 16 hrs each year w/ pay.

Funeral Leave Pay: In the event of a death, after notifying the supervisor, an employee may take paid leave according to the following schedule: family member, as defined by the employee – 3 days; co-worker – 1 day.

Military Leave: Military leave will be granted pursuant to Federal and State laws. Couleecap will pay the difference between agency pay (where agency pay is greater) and military pay for up to 15 days of mandatory annual active duty per year.

Court Appearances: Employees who are subpoenaed for court appearances related to agency business or for jury duty will be given the necessary leave of absence with full pay less any fee paid for the service.

Family & Medical Leave: All employees who have worked for Couleecap for 12 months and have worked at least 1,000 hours during those 12 months will be granted Family & Medical Leave pursuant to Federal and State laws. Family & Medical Leave is unpaid leave however employees may use any accrued sick, vacation, or personal holiday time for pay during leave.

Insurance/HSA/Flexible Benefits/Retirement

Health Insurance: The insurance is effective the 1st of the month after the employee has been employed for 30 calendar days. Couleecap will pay 75% of the premiums for the employee’s tier (i.e. single, employee + spouse, employee +child(ren), family) of the insurance plan. Monthly employee health insurance costs are based upon age and the age of any of dependents for single, employee + spouse, employee +child(ren), and family. Monthly premiums are divided in half and deducted from the first two payrolls of each month.

Dental Insurance: Couleecap pays 75% of the monthly dental insurance premium cost. The calendar year deductible is \$25 per member, \$75 per family. Monthly employee dental insurance costs are: \$8.58 for single and \$24.62 for family. Monthly premiums are divided in half and deducted from the first two payrolls of each month.

Life Insurance: Term life insurance coverage, equal to an employee’s annual wage, is provided at no cost to the employee. Additional life insurance coverage is available at the employee’s cost.

Voluntary Insurance: The following voluntary insurance plan is available to the employee: Life insurance. The employee pays the full cost of the premiums for these plans.

HSA: Couleecap has elected to make a contribution to a health savings account (HSA) for all employees who are eligible for and enrolled in the agency health insurance plan. For 2018, this dollar amount is equal to \$2,340 for single coverage and \$4,680 for employee + spouse, employee + children, and family coverage. Contributions are made monthly rather than paying the full amount at the beginning of the year.

Flexible Benefit Plan: Employees may elect to have a portion of their paycheck put into an account (before taxes) to pay for health care or dependent care expenses.

Retirement/401K Plan: Employees may choose to contribute a percentage of their earnings to the retirement fund. Employees will be given an investment option enrollment sheet when they become eligible. After an employee has completed one calendar year of employment with at least 1000 paid hours, Couleecap will contribute a Board approved percentage of your earnings toward the retirement fund, beginning with the appropriate eligibility date. Current Board approved percentage rate for Couleecap's contribution is 9% for 2018. The Board sets this percentage annually. Employees are vested after 3 years.

Additional Benefits

Employee Assistance Program: All employees and their family members will have an Employee Assistance Program available to them to assist them with personal or emotional problems, which may affect job performance. The first five visits to the EAP will be of no charge to the employee.

Training: As budgets permit, the agency pays for time, transportation, food, lodging, and fees for employee training opportunities.

Career Development Plan: Employees, after successfully completing their orientation period of service, who are interested in furthering their educational training through an educational institution may be reimbursed for some of the cost of books and/or tuition fees once the course is successfully completed and can use up to 80 hours paid release time per year.

Dues for Civic Organizations: Employees will be reimbursed up to \$200 a year for dues in a recognized civic organization appropriate to the agency's mission.

Good Will Program: Supervisors of employees may access the Good Will Program in recognition of various events that may involve employees, such as the birth of a child, hospitalization, death of a parent, etc.

Homebuyer Benefit: During work hours, employees can utilize home ownership counseling provided by Couleecap staff, for one individual hour per year and up to one group session per year. The agency will pay for staff time and mileage. Couleecap is not responsible for the employee's financial decisions.

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 requested 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

_____ 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

_____ More than One Race

_____ 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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