

JOB DESCRIPTION

POSITION TITLE: Administrative Assistant

REPORTS TO: Director of Development

STATUS: Non-Exempt

SUMMARY OF JOB FUNCTIONS:

The Administrative Assistant is a valued member of all departments and programs at the Four A's. This individual is often the first point of contact for clients and public as they come into the office and accept/direct incoming calls. This position performs routine clerical work such as typing, filing, scheduling, and mail processing. Maintains reception area, client area, office supplies, and office equipment such as photocopier and fax machine. Completes syringe exchanges and assists with Narcan distribution in the Four A's Syringe Access Program.

- Presents positive and professional image to the public.
- Ability to work and multitask in a fast-paced environment.
- Handles multi-line phone with accuracy and ease.
- Maintains various files, listings, and records.
- Is reliable, professional and self-directed

QUALIFICATIONS:

Education and Experience: High school diploma/GED required. Minimum of one-year experience in a customer service position that works with diverse populations; background working in human services or social services preferred. Ability to type a minimum of 60 wpm.

Communication Skills: Strong written and verbal communication practices. Ability to interact in a professional, tactful way with the public, staff, and clients. Must feel comfortable working with diverse populations in a variety of settings. Ability to maintain confidentiality.

Equipment:

- Ability to operate proficiently a computer, fax machine, printer, postage meter, copier.
- Access to own reliable transportation.

Physical Requirements:

- Frequent communication - verbal and written.
- Frequent sitting and/or standing.
- Repetitive movement of hands and fingers - typing and/or writing.
- Visually or otherwise identify, observe and assess.
- Occasional stooping, kneeling or crouching.
- Reach with hands and arms.

Certifications and Clearances: Valid driver's license; proof of auto insurance. Background check and TB test.

Knowledge: Experience using Microsoft Office to include MS Word, Excel, and Outlook, maintaining a complex filing system, maintaining a small office supply inventory and working in a stressful environment where interruptions are commonplace.

Minimum Access to PHI: Will have access to Protected Health Information as outlined in Four A's Privacy Policies & Procedures.

JOB FUNCTIONS:

Essential:

- Receives calls and gives information to callers. Screens and routes calls to appropriate destination. Directs calls to telephone voice mail and/or obtains and records caller's name, time of call, and nature of business.
- Greets visitors, staff, and clients in a professional, courteous manner. Ascertains nature of business and directs visitors to appropriate department or person.
- Maintains files, listings, and records.
- Participates in receiving, recording and appropriately mailing checks
- Types reports, business correspondence, memos, schedules, and other statistical and financial data in a timely manner.
- Captures Minutes at monthly Board of Directors meeting
- Communicates with board as directed
- Maintains calendar for agency and board
- Routes incoming mail; prepares outgoing mail.
- Operates office equipment including scanner, copier, multi-line phone with voice mail, computer. Arranges for maintenance of photocopier and other office machines when required.
- Maintains cleanliness and neatness of reception area, client area and staff mailroom/storage area.
- Recognizes and maintains confidentiality of work materials.
- Works independently in the absence of supervision and uses initiative and judgment in dealing with workflow and uncertain situations.
- Collaboratively creates monthly client newsletter, distributes and mails to all clients
- Contacts clients via phone for special events and/or as requested
- Completes syringe exchanges and Narcan distribution in the Four A's Syringe Access Program.
- Provides hands-on training and guidance to Relief Receptionist(s).

This Job Description does not list all of your job duties. Occasionally your supervisor might request that you perform other reasonable duties. Review of your performance is based on your performance of the duties listed in this Job Description and these other duties. The Four A's reserves the right to revise this job description at any time. This job description is not a contract for employment. Therefore, either you or the Four A's may terminate the employment relationship at any time, for any reason, with or without notice, with or without cause.

Employee Signature

Date