

**Position Title: Administrative Assistant**

**Job Summary:** The Administrative Assistant must be an experienced support person who is an organized, efficient, accurate self-starter, able to run an office with little supervision. They are responsible for numerous administrative tasks, and will work in a high-volume, fast-paced environment while ensuring excellent customer service and staff relations. The Admin Assistant ensures the business phones and front office are covered, and the office is run efficiently, effectively and courteously. The Admin Assistant compiles rough data and produces accurate reports, creates mail merges, imports/exports data, and generates reports from Excel, Word, and Access.

**QUALIFICATIONS AND EXPERIENCE NEEDED:**

- Experience answering multi-line phones plus 1-2 years' experience working in an office environment - preferably a private, non-profit organization.
- Excellent typing skills with proficiency in Microsoft Office Suite products (Word, Excel, Outlook) on a PC platform.
- Proven history managing large, multi-faceted computer databases, such as sales, fundraising, etc. Knowledge of fundraising databases is a plus, preferably Raisers Edge.
- Adaptable; able to work with multiple personalities, to be flexible with changing priorities, and to be comfortable working with minimal supervision in a fast-paced environment.
- Previous experience in shipping and receiving; mailroom or USPS background desired
- Proven history of dependability and reliability.
- Able to manage heavy workloads and projects, many on a time-sensitive basis, while maintaining accuracy and strong attention to detail.
- Must have reliable transportation..
- Able to comply with agency confidentiality guidelines.

**POSITION REPORTS TO:** Director of Business Operations

**SALARY:** \$16.00

**STATUS:** Full Time/37.5 hours per week

**BENEFITS:** This position qualifies for Crisis Connections full benefits package

**TO APPLY:** Send resume and cover letter to: [sbarlet@crisisconnections.org](mailto:sbarlet@crisisconnections.org)

**Crisis Connections is an equal opportunity employer.  
We value having employees whose skills, experience and background**

## **Administrative Assistant Job Competencies**

### **General Office Duties**

**50%**

- Answer business office telephones efficiently and courteously. Direct callers and visitors to the appropriate staff person.
- Provide general administrative duties for agency staff, including: word processing (mail merges, forms, letters, labels, etc.), filing (paid invoices, personnel documents, etc.), faxing, photocopying, and setting up for meetings and trainings, etc.
- Assist others in proper use of office equipment. Help to troubleshoot problems with office equipment and communicate problems to IT Department or service contract providers.
- Ensure agency forms and stock of personnel files are available and up-to-date. Label mail boxes and files as needed. Fill postage meter when funds go below \$200.
- Working closely with the Director of Business Operations, order all office supplies. Monitor standing supplies on a regular basis, purchasing as needed. Work with vendors to obtain product or service information, i.e., price, availability and delivery schedule (e.g., coffee vendor). Use own vehicle, as needed, to run errands, buy supplies, assist with event coordination, etc.
- Open, date stamp and distribute incoming mail, endorsing checks immediately. Post all outgoing mail, charging postage to appropriate department.
- Bank Deposits: Match checks to correct invoices or determine reason for check, then prepare deposit summaries for Accountant and make the bank deposit one to two times per week or, in the case of large checks, whenever needed.
- Contact service contractors, building management or other agency support for repair and maintenance of the office environment or equipment. Notify Director of Business Operations and log all building repair requests.
- Produce/mail invoices as requested, file paid invoices weekly and set up/distribute kitchen calendar monthly. Follow up to ensure kitchen is being cleaned.
- Respond to internal and external requests for brochures, business cards, and other promotional materials. Record what has been sent out in on-line ledger.
- Send out Survivors of Suicide information as requested by Crisis Line staff.
- Ensure front office and copier area are neat and tidy, supplies are organized and confidential areas and cash drawers are locked.
- Assist with annual storage move and document shredding. Help with office organization of files, supplies, etc.
- Contribute to and maintain up-to-date Support Services procedural notebook .
- Water plants in front office and pick up kitchen when arrive at work (run dishwasher, wipe off counter, etc.).
- Assist with fundraising and community or agency events as needed.

### **Database Management/Reporting**

**30%**

- **Monthly:** Compile and tally number of linkages, etc., into Excel dbase for Crisis Connections' Program for After-Hours Response (CCPAR). Send reports and invoices to customers at month or quarter end.
- **Monthly:** Print out postage meter and copier departmental usage reports and forward to Accountant at month end.

- **Quarterly:** Enter phone worker and presenter survey responses into Crisis Connections' Outcome Rating Scale (CCORS) for QA reports. Notify Executive Director and Director of Business Operations when quarterly data is complete.
- **Monthly, Quarterly & Annually:** Export Resource House Caller Data Reports from the RH dbase and save in designated folders. Notify management staff when task is complete.

## **Community Training**

**10%**

- Prepare training packets prior to each Community Training session. Use EventBrite to create registration lists, name tags and certificates for each session.
- Answer questions about and assist callers with Community Training registration over the phone or via email.
- Provide day-of-training support, including room set-up/tear-down.

## **Work Habits**

**10%**

- Arrives at work on time and maintains regular attendance; works assigned/ other shifts when needed.
- Follows personnel policies and procedures.
- Written and verbal communication is clear, concise, accurate and thorough.
- Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
- Makes appropriate use of supervisor.
- Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
- Suggests solutions to identified problems.