OURHOUSE
GRIEF SUPPORT CENTER

Title:	**Evening Receptionist/Administrative Assistant**
Status:	**Full Time**
Hours:	**Mon-Thurs, 1-9:00pm, Fri, 9:00-5:00pm**
Supervised by:	**Director of Operations**

Job Description and Specific Duties:

Responsibilities include, but are not limited to:

Reception
- Maintain a warm and welcoming front desk and lobby
- Answer incoming calls, disseminate information and direct callers to appropriate staff
- Greet guests, clients and volunteers and provide necessary information and assistance
- Confirm next day appointments by telephone
- Maintain organization and cleanliness of shared office spaces, e.g. volunteer and group rooms
- Update and restock handouts and flyers
- Close office Monday to Friday

Administrative Support
- Update and maintain agency calendar including appointments and room assignments
- Data analysis, including board report trends for each center and program
- Attend bi-weekly 1:1 and group administrator meetings and attend monthly all-staff meetings
- As needed, share in coordinating office maintenance or repairs
- Provide general office support to all teams as needed
- Assist volunteers and staff with projects as requested including photocopying, filing, etc.
- Attend and assist with agency Run for Hope, Volunteer Luncheon, Camp Erin, House of Hope Gala and additional events as requested (set up/breakdown and event production)

Clinical Program Administrative Support
- Prepare and send correspondence to community members per the clinical team's guidelines
- Seasonal School Program assistance, including helping to prepare attendance sheets, permission slips and curricular materials; ordering/maintaining of supplies
- Assist with needs and projects as requested, including updating, collecting and tracking data
- Assist with preparations for presentations and clinical trainings
- Assist in identifying data reporting needs and creation of custom reports based and data entry requirements
- Coordinate paperwork and correspondence as needed and Assist with Program outreach (i.e. resource fairs, tabling events)