

Title: Daytime Administrative Assistant
Status: Full Time
Hours: Monday – Friday 9:00am – 5pm
Supervised by: Director of Operations

Job Description and Specific Duties:

Responsibilities include, but are not limited to:

Reception

- 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 spaces in office, e.g., volunteer and grouprooms

Administrative Support

- Update and maintain agency Pre-Group Appointment calendars, including appointments and assignments
- Maintain and update Zoom schedule, coordinating with WH Operations
- Review intake documents and pursue corrections before routing to proper clinician
- Send daily zoom group reminders
- Generate digital groups, including proper registration questions, appropriate staff point-person, and branding
- Assist in overseeing transition to and administration of new client database
- Data analysis, including board report trends for each center and program
- Attend weekly or bi-weekly 1:1 or group administrator meetings and attend monthly all-staff meetings (lunches or coffees)
- As needed, share in coordinating office or floor maintenance or repairs
- Assist volunteers with projects as needed
- 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 potential group members per the clinical team's instructions
- Seasonal School Program assistance, including helping to prepare attendance sheets, permission slips and curricular materials; ordering/maintenance 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 and producing reporting and needs including the creation and revision of reports and the identification of data entry requirements
- Coordinate paperwork and correspondence as needed and Assist with Program outreach
- Design, troubleshoot, and revise collateral, as needed