

**Title:** Administrative Assistant Operations (Afternoon/Evening)  
**Status:** Part Time  
**Hours:** Mon.-Thurs., 4-9:00pm (alt. Mon-Thurs 5-9 & Fri 9am-1pm)  
**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
- Log incoming calls, webforms and emails into the clinical database
- Greet guests, clients and volunteers and provide necessary information and assistance
- Serve as a point of contact during group should a volunteer need clinical assistance
- Maintain organization and cleanliness of shared spaces in office, including group rooms
- Prepare group rooms and ensure correct items & signage before they begin and reset room when group ends
- Close office Monday to Thursday following group sessions

Administrative Support

- Attend weekly 1:1 or group administrator meetings and attend monthly all-staff meetings
- As needed, share in coordinating office or floor maintenance or repairs
- Maintain attendance in chart and in Apricot for each group and assist with charging
- Assist clinicians as needed as it pertains to volunteers, group members or admin needs
- Responsible for updating the agency's master calendar with groups dates and times
- Maintain inventory of all collateral used by group leaders and restock regularly

Program & Development Assistance

*Spanish Community Program:*

- Assist the Spanish Community program by logging calls and maintaining the waitlist and rosters
- Assist with the Spanish Community program's coalition logistics and administrative needs
- Electronically organize Spanish translations and maintain their integrity across all platforms

*Family Support Program:*

- Create family profiles, update enrollment, attendance, and volunteer rosters
- Send out group reminders, texts, and complete all ordering for each West LA session
- Track attendance, assist with set up/break down, parking and payment on group days
- Track pre, mid and post group evals, and other data needs for the FSP coordinator

*Other:*

- Attend and assist with agency Run for Hope, Volunteer Luncheon, and House of Hope Gala
- Assist clinicians as needed, included but not limited to creating curriculum binders, organizing supplies, and tracking/entering data