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| **Title:** | **Administrative Assistant, Operations (Daytime)** |
| **Status:** | **Full Time** |
| **Hours:** | **Monday-Friday, 9:00am-5:00pm** |
| **Supervised by:** | **Director of Operations** |

**A close-up of a logo

AI-generated content may be incorrect.Job Description and Specific Duties:**

The Administrative Assistant for Operations plays a vital role in ensuring the day-to-day functioning of our office runs smoothly and efficiently. This position supports both administrative and programmatic operations, serving as the first point of contact for guests and providing key logistical and clerical support across departments. The ideal candidate is organized, detail-oriented, warm, and responsive, with the ability to manage multiple tasks in a mission-driven environment.

*Responsibilities include, but are not limited to:*

Front Desk & Reception

* Create and maintain a warm, welcoming, and professional front desk and lobby environment.
* Greet and assist guests, clients, and volunteers with professionalism and care.
* Confirm next-day appointments and send reminders to clients.
* Coordinate and update the Zoom room schedule in collaboration with the Woodland Hills Operations team.
* Review incoming intake documents for completion and accuracy; follow up as needed before routing to the clinical team.
* Send daily group text and email reminders to participants.
* Monitor office supplies and place orders when stock runs low.
* Maintain cleanliness and organization of shared office spaces (e.g., volunteer and group rooms).
* Assist with other reception-related duties as needed.

Administrative Support

* Manage the agency’s primary email account; respond to or direct all inquiries appropriately.
* Log all incoming web and phone inquiries and track follow-ups.
* Send email reminders regarding Pre-Group Appointment forms and consent deadlines.
* Maintain and update Pre-Group Appointment calendars, including scheduling and room assignments.
* Design, update, and optimize digital intake forms and other data collection tools.
* Participate in weekly 1:1 meetings with your supervisor, team meetings, and monthly all-staff meetings.
* Coordinate office maintenance and repairs as needed.
* Support volunteers with clerical or logistical projects.
* Assist with major agency events (e.g., Run for Hope, Volunteer Luncheon, Camp Erin, House of Hope Gala), including setup, breakdown, and event production as needed.

Clinical Program Administrative Support

* Prepare and send group-related correspondence to clients as directed by the clinical team.
* Provide seasonal support to the School Program (e.g., prepare attendance sheets, permission slips, materials; manage supplies).
* Assist with data collection, entry, and tracking for clinical and program evaluation.
* Support preparations for internal and external presentations and trainings.
* Help manage and maintain client records and workflows in the Apricot database.
* Create, revise, and maintain custom reports and support data quality efforts.
* Coordinate and process clinical paperwork and correspondence as needed.