



JOB DESCRIPTION

Title: Administrative Assistant
Classification: Full-time/Non-exempt
Reports To: Program Manager/Supervisor/Director/Department Head

Overview

POWER's mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Administrative Assistant plays a critical role in supporting the team by providing administrative support to the Manager/Supervisor, staff and overall program or department to ensure the most efficient and effective day-to-day operations. The Administrative Assistant works closely with her/his supervisor to ensure excellent customer service.

Essential Duties and Responsibilities

Reception

- Serve as the first point of contact for callers, visitors and guests, and perform all reception duties including, answering phones, answering the door and meeting and greeting visitors, guests and clients.
- Ensure that confidentiality statements are signed and filed in log upon visitors' and guests' first visit.

Administrative/Clerical

- Provide word processing, data entry, copying, filing, faxing, proofreading, etc.
- Open, date-stamp and distribute mail, and ensure inter-office and external mailings and deliveries.
- Maintain program files, records, logs and reports; including maintaining relevant program manuals, policies and procedures and forms. Assist manager with preparation and distribution of various reports.
- Maintain and coordinate calendars and schedules, coordinate and prepare for meetings and trainings, take and prepare meeting minutes, and make/coordinate staff travel arrangements as needed.
- Maintain equipment and supply inventory, and if appropriate, assist with purchasing.
- Maintain equipment service logs and serve as point of contact for service visits/equipment maintenance and repairs.
- Serve as liaison to contractors, cleaning services, maintenance, service vendors, etc.

Human Resources

- Work with managers and HR director as required to post positions as needed when recruiting and hiring to fill vacant positions.
- As designated, schedule and coordinate interviews for job candidates and compile all related and necessary materials in preparation for interviews (i.e., resumes, cover letters, interview questions, etc.)
- Assist manager with ensuring payroll information is submitted accurately and in a timely manner.
- Work with manager to schedule and coordinate new employee orientation.
- Assist manager in monitoring training hours completed by employees and needed to fulfill training requirements.

Collaboration

- Work in partnership with agency administrative support team on special projects as needed including quarterly all-agency meetings, special events and other agency-wide activities.
- Provide back-up support to other programs and departments as needed.
- Participate in meetings and staff development/training activities as required.

Billing (In some cases, the Administrative Assistant is responsible for fee-for-service and/or program-funded invoicing for services provided by POWER)

- Request/complete, or assist as assigned with, authorizations and continued stays from funders as required.
- Collect and check paperwork from direct care staff necessary to ensure accurate and timely billing.
- Complete electronic billing for services rendered.
- Assist Fiscal Department with reconciling payments with invoices submitted and troubleshoot as necessary to resolve billing issues.

Requirements

- High school diploma or GED required; associate's degree and/or formal administrative support training preferred; plus two or more years of relevant experience as an administrative support staff.
- Excellent computer skills, especially with Microsoft products including, Word, Excel, Publisher, etc.; working knowledge and/or experience with Access databases and/or experience with an EMR system a plus.
- Excellent organizational and time-management skills, good multi-tasking abilities, strong verbal and written communication skills and a friendly team player.
- Value for and ability to deliver excellent customer service.

- Personal recovery experience not required, however, knowledge of drug and alcohol or mental health programs and recovery support systems helpful.
- Valid PA driver’s license.
- Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
- Understand and support a trauma informed system of care.
- Model and support clients and staff in health and wellness activities and with using healthy coping skills.
- Support organization’s mission with a sensitivity of cultural diversity and workplace harmony.
- Ability to secure Act 33 and 34 clearances.

Working Conditions

- Ability to work in POWER’s various program sites and offices.
- Ability to work the hours necessary to complete the work.
- Ability to climb stairs and lift light boxes.

Disclaimer

- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to do this job at any time.
- This job description reflects management’s assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.
- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

POWER is an equal opportunity employer and provider

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____