



## **Administrative Assistant**

**OBJECTIVES of this position:** The Administrative Assistant has responsibility for client reception, ensuring clients have correct paperwork required, coordinate client care with providers and/or advocates, answer phone lines, assist with entering client data into data collection software(s) and client scheduling.

### **QUALIFICATIONS:**

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Exhibit strong commitment and dedication to the pro-life position and to sexual purity
3. Agree with and be able to uphold the Statement of Faith, Statement of Principle, and policies of the center
4. Have a minimum of one year's office experience
5. Possess strong organizational skills
6. Possess compassionate interpersonal skills required when communicating directly with clientele
7. Work effectively as a team with other front desk staff
8. Demonstrate flexibility and the ability to multi-task (assisting clients, answering phone, front desk support and data entry requirements)
9. Work independently, following specific instructions in matters pertaining to office files and Center services while maintaining strict confidentiality
10. Demonstrate sound decision making skills in regards to providing best practice with client and center front office needs

### **REPORTS TO: Center Director**

**The Administrative Assistant's PRIMARY DUTIES include, but are not limited to the following:**

1. Attend staff meetings as scheduled
2. Answer phone system
3. Route calls to ministry staff and volunteer counselors, and distribute messages to ministry staff or transfer to voice mail
4. Open and distribute mail
5. Maintain invested relationships and communication with volunteer client advocates
6. Receive incoming clients, community members, and delivery personnel with friendliness and professionalism
7. Responsible for daily opening procedures, including collecting overnight messages, turning lights, and unlocking doors



## **Administrative Assistant**

8. Ensure each client receives required paperwork consistent with Embrace Policy and Procedures
9. Coordinate needed paperwork for client advocates and staff
10. Maintain adequate stock of all client service in-house forms and keep each available for quality and efficient client service provision
11. Prepare client charts for review and data entry, assist with data entry as directed.
12. Schedule client appointments
13. Request or retrieve needed client files from file room or cloud archive
14. Send sonogram report faxes to appropriate clinics as needed
15. Provide tax-receipts for walk-in material donations
16. Responsible to maintain waiting room in clean and orderly fashion
17. Assist Center Director and Marketing Specialist with coordinating & completing large mailings including Newsletter & Annual Appeal Letter
18. Provide assistance to staff with all activities as needed

**The Administrative Assistant's SECONDARY DUTIES include, but are not limited to the following:**

1. Back-up special projects when deemed necessary.
2. Represent Embrace at area activities as requested by Executive Director.

### **SOFTWARE KNOWLEDGE:**

Embrace utilizes the following software and the Administrative Assistant is required to have working knowledge of them to perform the job requirements effectively:

1. Microsoft Office (Word, Excel, Access, PowerPoint)
2. eKYROS Client Management System

### **OFFICE EQUIPMENT:**

General office equipment familiarity is necessary to perform the position of Administrative Assistant. Embrace office equipment includes personal computers, printers, copier

**20-24 Hours/week position**