

POSITION DESCRIPTION

TITLE: Administrative Assistant I-IV
DATE: December 2015
JOB CODE: 161000
DIVISION: Family Services
DEPT/PROGRAM: Community Resources
SUPERVISOR TITLE: Program Site Manager/Office Manager
FLSA (EXEMPT/NON-EXEMPT) STATUS: Non-exempt
PAY GRADE:

SUMMARY:

The Administrative Assistant provides general administrative and clerical support to the Clinic/Program Office and staff.

JOB DUTIES / RESPONSIBILITIES:

- Provides general administrative/clerical support as needed, including but not limited to answering telephones, providing assistance to the caller when appropriate and/or transferring call and/or taking messages. Makes calls at the request of Supervisor.
- Interacts daily with a culturally diverse group of internal and external individuals and agencies whom we serve to provide assistance/service in a timely and effective manner.
- Assembles information, inputs data into various databases and generates materials including but not limited to correspondence, memos, reports, forms and notices as assigned.
- Maintains and orders inventory of various forms, materials and supplies utilized in the operation of the office.
- Prepares and responds to request from various internal and external individuals/agencies for information or records.
- Assists or provides front desk/reception coverage for the office. Acknowledges clients/visitors and assists them during the period of their visit treating them with courtesy and respect.
- Performs other duties related to position and as required at specific office/clinic location.

MINIMUM QUALIFICATIONS / REQUIREMENTS:

High School diploma and five [5] years of administrative office experience. Previous experience working with a customer oriented environment preferred and or servicing clients in a community setting.

SKILLS / COMPETENCIES:

- Effective communication and interpersonal skills required to facilitate interactions with co-workers, clients and representatives of various external agencies.
- Ability to exhibit conduct, neatness and appropriate attire and manner reflective of the position and agency.
- Effective organizational skills in prioritizing assigned tasks to ensure completion of assigned duties.
- Ability to use computer systems and hardware necessary to perform assigned functions.
- Treats all clients, co-workers and the community with dignity, respect and professionalism and maintains the confidentiality of all client information in accordance with the program and agency mission and values.



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- Maintains the environment of care by complying with therapeutic standards, risk management policies, and procedures for maintaining client safety.
- Accurately applies knowledge of service standards appropriate to the physical and developmental age of clients served.
- Contributes to Performance Improvement at the individual, department and agency levels.
- Understands and applies policies and procedures for infection control.
- Attends all required trainings and in-service course.

CATHOLIC CHARITIES COMMITMENTS:

The responsibilities of this position must be consistently performed using the following behaviors:

1. Honor and respect the **Dignity** of every person.
2. Encounter each person with **Compassion**.
3. Act with **Humility**.
4. Reach out to others in a spirit of **Collaboration**.
5. Serve with **Excellence**.
6. Act with **Integrity** in everything you do.

Catholic Charities of Baltimore is an equal opportunity employer.

Acknowledgement of Position Description

I have read the role description for **Administrative Assistant I-IV**. I fully understand and accept the duties and responsibilities that are outlined for my position. I will perform these duties and responsibilities to the best of my knowledge and ability.

Employee

Date