

**HOPE HARBOR, INC.**  
**POSITION DESCRIPTION**

**JOB TITLE:** ADMINISTRATIVE PROGRAM ASSISTANT

**SUPERVISOR:** DIRECTOR OF OPERATIONS

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The Administrative Program Assistant is responsible for the overall functioning of the agency's daily activities. The position maintains the reception, waiting and work room areas so that they are in good working order. Additionally, the Administrative Program Assistant provides support services to multiple programs and staff at the agency. This position is hired and directly supervised by the Director of Operations.

**RESPONSIBILITIES**

**1. Administrative Activities**

- Assist Director of Operations with bookkeeping, record keeping and other duties as assigned.
- Answer incoming phone calls and direct to appropriate staff or department
- Maintain the agency calendar for accuracy including following up with staff
- Log incoming and outgoing mail
- Prepare correspondence for Executive Director and Director of Operations
- Perform routine office functions (i.e., typing, photocopying, filing) to meet agency and program needs.
- Ensure office equipment upkeep and maintenance.
- Oversee all purchase of maintenance supplies once approved by the Director of Operations
- Input program and client statistical data daily.
- Independently retrieve R-client reports for Executive Director, Director of Operations, and all program staff pertaining to program/service monitoring
- Assist in acquiring reports and supporting documentation for preparation of grant financial and program reports.
- Update and create agency forms for Administrative, Crisis Intervention and Clinical Departments
- Coordinate the agenda for the monthly staff meeting
- Accept referrals and/or requests for service and enter information in DocuWare.
- Coordinate overnight and/or long-distance travel plans for agency employees attending meetings, trainings, and professional development.
- Social media posts in conjunction with fundraising and community outreach with direction from Director of Community Engagement.

- Development of marketing/graphic materials using online platforms for fundraising and community outreach following guidelines established by agency.
- Other duties, as assigned by the Director of Operations.

2. **Financial Administrative Activities**

- Receive and prepare all checks for bank deposit as received and record transaction on *Bank Deposit Log*.
- Ensure bank deposits are completed as stated in financial policy
- Complete bank and credit card reconciliations on a monthly basis.
- Send all donor/sponsor thank you/tax letters on a weekly basis
- Other duties, as assigned by the Director of Operations.

3. **Other Duties**

- Provide outreach education programs and tabling on a limited basis
- Participate with crisis intervention training for volunteers.
- Participate in crisis line and hospital advocacy back up rotation.
- Willingness to work against discrimination due to race, creed, gender, age, disability or sexual orientation.

## **REQUIREMENTS**

1. High School diploma; two years related experience
2. Computer literacy and advanced knowledge of Microsoft Office 365 programs including Word, Excel, PowerPoint, Publisher, and Outlook.
3. Ability to operate multi-line phone system
4. Ability to handle sensitive information and maintain high level of confidentiality
5. Ability to work under highly stressful, crisis-oriented situations
6. Excellent communication, listening, clerical, and decision-making skills.
7. No prior history of criminal behavior.
8. Complete (8) hours of related training prior to any direct (client) services.
9. Complete the required (40) hour Volunteer Training program within three months of hire.
10. Participate in training on HIPAA related policies and procedures within 6 months of hire.
11. Participate in at least (8) hours of continuing education annually.

I have read and understand the above duties and responsibilities of this position and agree to abide by them. I understand that upon failure to perform the required duties, appropriate disciplinary action or termination will follow.

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Signature

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Date