



**HOPE HARBOR, INC.  
POSITION DESCRIPTION**

**JOB TITLE:** ADMINISTRATIVE ASSISTANT

**STATUS:** Part-time

**SUPERVISOR:** DIRECTOR OF OPERATIONS

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The Administrative Assistant is responsible for the overall functioning of the agency's daily activities in the Glasgow, Kentucky Office. The position maintains the reception, waiting and work room areas so that they are in good working order. Additionally, the Administrative 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**

**Administrative Activities**

- Answer incoming phone calls and direct to appropriate staff or department
- Maintain the Glasgow Office calendar for accuracy including following up with staff to ensure appropriate coverage and monitoring
- Prepare correspondence for department directors.
- Perform routine office functions (i.e., typing, photocopying, filing) to meet agency and program needs.
- Ensure office equipment upkeep and maintenance.
- Oversee all purchases of maintenance supplies for office once approved by the Director of Operations
- Input program and client statistical data daily.
- Independently retrieve 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 program reports.
- Update and create agency forms for Administrative, Advocacy, Education, and Clinical Departments
- Accept referrals and/or requests for service, enter information into database, and notify appropriate staff
- Coordinate overnight and/or long-distance travel plans for agency employees attending meetings, trainings, and professional development.
- Other duties, as assigned by the Director of Operations.
- Send all donor/sponsor thank you/tax letters on a monthly basis and PayPal donations recognized quarterly.
- Other duties, as assigned by the Director of Operations.

### **Other Duties**

- Answer hotline calls and assist in dispatching staff for emergency hospital or legal advocacy during the workday.
- Assist in planning and implementation of agency outreach events.
- Maintain appropriate statistical/service information daily and enter in data systems.
- Attend bi-monthly staff meetings
- Commitment to work against discrimination of any protected status including, but not limited to race, color, religion, age, sex, sexual orientation, gender identity or expression, pregnancy, disability, national origin, or citizenship.

### **POSITION REQUIREMENTS**

- High School diploma: two years related experience
- Computer literacy and advanced knowledge of Microsoft Office 365 programs including Word, Excel, PowerPoint, Publisher, and Outlook.
- No prior history of criminal behavior.

### **POSITION SKILL QUALIFICATIONS**

- Ability to handle sensitive information and maintain high level of confidentiality
- Ability to work effectively under highly stressful, crisis-oriented situations
- Excellent communication, listening, clerical, and decision-making skills.
- Ability to interface and engage with diverse populations.
- Ability to operate independently with minimal supervision.
- Excellent organizational and time management skills.
- Work well in a team environment
- Ability to work at a brisk pace.
- Commitment to developing self and others.

### **POSITION TRAINING REQUIREMENTS**

- Complete eight (8) hours of related training prior to any direct (client) services.
- Complete the required forty (40) hour Crisis Intervention Training within three months of hire.
- Participate in training regarding HIPPA-related policies and procedures within six (6) months of hire.
- Participate in at least eight (8) hours of continuing education annually relating to the field of sexual trauma but could require up to twelve (12) hours per funding requirements. The yearly continued education must include at least three hours of anti-oppression-related topics.

- Complete approximately two (2) hours annually of Kentucky Department of Juvenile Justice and Department of Corrections volunteer training to be compliant with the Prison Rape Elimination Act (PREA).

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