

TITLE: ADMINISTRATIVE ASSISTANT

SUMMARY: Under the supervision of the Program Director, the Administrative Assistant provides administrative and clerical support for the program.

REPORTING RELATIONSHIPS: This position reports to the Program Director.

STATUS: Full-time, Non-exempt

DUTIES AND RESPONSIBILITIES:

1. Perform bookkeeping duties as assigned by the Accountant and immediate supervisors.
2. Inventory and purchase office supplies
3. Assist the Program Director and Assistant Program Director.
4. Assist with maintaining agency equipment.
5. Provide administrative orientation to new consumers.
6. Process paperwork, maintain files and database.
7. Maintain current information and forms related to consumer benefits.
8. Support functions of program.
9. Provide administrative support for development as required.
10. Develop and maintain office-filing system.
11. Provide phone support as assigned and needed to maintain responsiveness to callers with accuracy and consistency.
12. Provide referral information to consumers and public with accuracy and consistency.
13. Must adhere to agreed upon schedule coordinated with the Program Director.
14. Ensure that office staff is trained in administrative procedures.
15. Serve as liaison between agency and clients.
16. Maintain appearance of front office and reception area.
17. Provide general administrative support as requested.
18. Completed special assignments as required.

QUALIFICATIONS:

1. Ability to handle multiple projects.
2. Ability to prioritize conflicting work demands.
3. Understand the needs and requirements of mental health consumers.
4. Ability to develop positive working relationships with colleagues.
5. Three years prior experience in office management, with two of those years in a human services organization.
6. Formal training in office/business management, desire at least the A.A. level, work experience will be considered in place of degree.
7. Computer proficient with word processing, spreadsheet, and database applications, and working knowledge of Microsoft Office, Microsoft Access, Power Point, Word and Excel.
8. Attention to detail.
9. Proficient telephone skills.
10. Bilingual language preferred (English/Spanish or English/Vietnamese).
11. COVID-19 vaccination and booster required.

PHYSICAL DEMANDS:

1. Sit in a stationary position at least 90% of the time.
2. Frequently move about the office to access file cabinets, office machinery, etc.
3. Ability to operate a computer and other office productivity machines, such as a multi-line phone system, calculator, copy machine, fax machine, scanner, and computer printer.
4. Must have the physical dexterity to type at minimum 50 WPM.
5. Ability to lift up to 20 lbs.

6. Communicate daily with Consumers, staff and outside resources that have inquiries; must be able to exchange accurate information in these situations.
7. Occasionally transport clients in personal and MHA vehicle.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified individuals to apply for open positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.