



Position: Administrative Assistant

Supervisor: Assistant Director

Updated: March 10th, 2021

Job Summary: Full-time position responsible for greeting, welcoming and assisting callers, visitors, and residents; performing general clerical duties; and supporting daily operations, fund development and program needs.

Essential Duties:

Greets, welcomes and assists callers, visitors and residents in a friendly manner. Respond positively and timely to inquiries explaining basic Golden House procedures.

Manages a multi-line phone system including answering incoming calls, responding to caller inquiries, forwarding calls to appropriate individuals or voicemail and taking messages.

Perform general clerical duties which may include but are not limited to copying, typing, filing, faxing, and mailing.

Assist in coordinating and carrying out special projects as assigned.

Supports coordination of volunteers.

Supports donor management by data entry, sending donor correspondence, and providing requested reports.

Completes and maintains necessary documentation through established written and computer protocols.

Maintain a clean, professional appearance of the facility by following protocol for accepting and storing donations, keep storage areas organized, and complete other tasks as assigned.

Maintains the confidential nature of client and business information.

Knowledge, Skills, and Abilities:

Knowledge of computers (Microsoft Software), telephone systems and other office equipment.

Knowledge of the dynamics of domestic violence.

Knowledge of community resources and ways in which they may be made available to clients and residents.

Knowledge of human development; strong understanding of attitudes, behaviors and development through the lifespan.

Ability to communicate effectively both orally and in writing. Position requires strong interpersonal and customer services skills.

Ability to establish and maintain cooperative, positive professional relationships with staff, visitors and residents.

Ability to plan and organize work and make effective use of time to meet deadlines.

Ability to manage multiple tasks with frequent interruptions.

Ability to operate personal computers and Microsoft Office applications.

Ability to operate typical office equipment, such as telephones, copier, fax machine, etc.

Ability to work the required hours of the position.

Minimal Qualifications:

Must possess excellent people and organizational skills, be detail oriented, have knowledge of general office procedures and be skilled with Microsoft Office applications and have the ability to learn additional computer programs.

Typical Physical and Mental Demands:

Requires sitting, standing, bending and reaching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer and standard office equipment.

Requires hearing within normal range and vision correctable to 20/20 to read communications, reports, and computer terminals.

Must be able to analyze many variables and choose the most efficient and effective course of action.

Must be able to give, receive and analyze information, formulate plans, prepare written materials, and articulate goals and action plans.

Must be able to communicate and provide verbal feedback in a positive, professional manner.

Must be able to resolve problems, handle conflict, and make effective decisions independently.

Must handle novel and diverse work problems on a daily basis.

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this description.