

Job Posting Administrative Assistant

HESSCO Elder Services, a non-profit social services agency, is seeking a full-time (37.5 hours per week) Administrative Assistant to provide administrative/office support functions to the agency departments and maintain the efficiency of the switchboard operations.

Duties and Responsibilities:

- Acts as contact between the agency and its purchased service providers, processing service orders through electronic and telephonic outreach to providers, maintains an on-going filing system, manages availability lists, completes documentation.
- Performs administrative duties and general office functions in the support staff unit including scanning, mailings and internet-based phone system and front-end office coverage.
- Performs data entry into client database software, creates and maintains Excel spreadsheets, Word Documents, develops forms and transforms documents to fillable PDF using Adobe software.
- Assists Office and Administrative Coordinator on projects and supports departments with office support and program administrative functions.
- Cross train on general team functions as well as on those tasks identified as critical job functions to ensure adequate task coverage when others are out of the office.
- Develops positive working relationships and communicates with providers with respect to questions, concern, and complaints.
- Collaborates with HESSCO department staff to resolve issues regarding service implementation.
- Works collaboratively and assists with special projects within the department and agency.
- Performs other duties necessary for the successful operations of the support staff unit.

Qualifications:

- Two years of relevant administrative support experience.
- Customer service experience preferred.
- Proficient in Microsoft Office Suite or related software with the ability to master new procedures.
- Ability to communicate effectively, verbally and in writing, with a high level of diplomacy and confidentiality.
- Ability to manage multiple priorities and tasks in busy office setting with time sensitive requests. Ability to work independently and within a team to accomplish goals.
- Strong organizational skills and attention to detail.
- Access to secure high-speed internet required.