

Job Posting
Administrative Assistant

HESSCO, a non-profit social services agency, is seeking a full-time (35 hours per week) Administrative Assistant to provide administrative/office support functions to the agency departments and maintain the efficiency of the switchboard operations.

This is an on-site position however, access to secure internet is required for occasional off-site work.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

Responsibilities:

- Acts as a contact between the agency and its purchased service providers, processing service orders through electronic and telephonic outreach to providers, maintains an ongoing filing system, manages availability lists, and completes documentation.
- Performs administrative duties and general office functions including scanning documents, faxing, mailings, and ordering of supplies.
- 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.
- Develops positive working relationships and communicates with providers with respect to questions, concerns, 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 (Word, Excel, Outlook) 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 a 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.

Hourly Rate: \$20.93

Benefits which begin on first day of employment and include the accrual of two weeks' vacation and 15 sick days first year, 3 personal days, 12 holidays, health and dental insurance, life and long-term disability insurance, 403(b) retirement plan and pre-tax deductions.

Please send cover letter and resume to: cganzen@hessco.org