

Job Posting

Administrative Assistant

HESSCO, a non-profit social services agency, seeks a full-time (35 hours per week) Administrative Assistant to provide administrative and office support to the agency departments including answering and transferring calls through a virtual phone system.

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 the service providers by processing service orders, maintaining the filing system, managing availability lists, and completing documentation.
- Performs administrative duties and office tasks including scanning documents, faxing, mailings, and ordering supplies.
- Enters data into the client database software.
- Creates and maintains Excel spreadsheets and Word Documents. Develops forms and uses Adobe to modify documents into fillable PDFs.
- Communicates with providers by responding to their questions, concerns, and complaints.
- Collaborates with HESSCO department staff to resolve issues regarding service implementation.
- Assists with special projects for the administrative team and for the agency.

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.
- Capable of managing 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 details.

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

Hourly rate: \$21.35

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