

# **Job Description** **Office Assistant**

**Position Title:** Office Assistant

**Work Area:** Front Office

**Reports to:** Client Services

## **Qualification Requirements:**

**Working Hours:** 28 hours/week - Work hours are during our business hours.

**Special Requirements:** Must be proficient at office 365 and able to work in a distracting environment. Must have 1 year's office experience. Must be friendly and accommodating to donors and clients. Must be able to sign and live by statement of faith.

## **Knowledge, skills, and abilities:**

- The knowledge and experience to independently perform substantial clerical office work.
- Strong verbal and interpersonal skills and the ability to organize and prioritize work.
- Ability to proficiently use a multi – line telephone system, computer, copier, and fax machine.
- Ability to make clients feel welcome by utilizing a personal approach to service and maintaining a positive attitude.
- Ability to multi-task.
- Be self-motivated and display initiative.
- Be able to handle emotional people in a calm, soothing, professional manner. Never lose composure.
- Be able to learn new computer programs.
- Understands how important first impression is for the clients and donors.

## **Responsibilities:**

- Opening office
- Closing office
- Checking and managing mail
- Handling phone calls
- Greeting incoming clients and donors
- Handling donations
- Data entry
- Maintain clean and organized reception area.
- Receive and process registrations for classes.
- Help with anything else needed in the office.
- Maintains knowledge and understanding of programs and personnel connected with each program.
- Helps with development projects.

- Attend staff meetings and staff trainings.
- Keeps appointment schedules for all departments.
- Follows the policies and procedures, commitment of care, vision, and statement of faith for Heartland Pregnancy Care.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions.

There is a 60 day probation period at the end of which a job assessment will be done.

I have received a copy of this complete job description. I understand and affirm and subscribe to the requirements, responsibilities, and duties of this job.

Employee \_\_\_\_\_  
(Signature)

Date \_\_\_\_\_

Employer \_\_\_\_\_  
(Signature)

Date \_\_\_\_\_

Title \_\_\_\_\_