

Job Description

Job Title: Administrative Assistant

Reports To: Samantha Kelly

FLSA Status: Non-Exempt

Department: Rehab/Development

Location: Ft Lauderdale

Summary: Assists VP of Programs and Development Rehabilitation Staff with clerical duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Oversight of Front desk and Lobby area if coverage is needed. Answering telephones and greeting visitors at front desk. Arranges volunteer/staff coverage for reception when absence is planned. Provides coverage for reception desk during lunch period (30 minutes) and planned vacations.

Assists in preparing special events by contacting vendors and keeps track of RSVP's.

Assist with intakes with clients.

Assists in ordering any supplies needed for rehabilitation team.

Assists with camp activities, reservations, etc.

Assists with receipts reconciliation for rehab staff

Assists in mailings and other Rehab event planning.

Assists in Development by attending Health Fairs and Community Outreach

Assists in Development by doing "soft touches" to doctor offices such as dropping off collateral etc

Performs other clerical duties as needed, such as filing, faxing, photocopying, and collating.

Assists VP of Programs in Special projects and helps to coordinate her calendar and may manage her phone calls.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's Degree preferred with one year minimum related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend instructions, correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs and pie charts.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office—Word, Excel, Access—and email/Internet software. Knowledge in Publisher or similar application a plus.

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

Under the guidance of the Program Coordinator this position supervises Work Experience staff who cover the front desk/reception area.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch, or crawl.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies: Technical Skills - Strives to continuously build knowledge and skills. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance. Interpersonal - Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things. Oral Communication - Listens and gets clarification; Responds well to questions. Team Work - Balances team and individual responsibilities; Gives and welcomes feedback; Supports everyone's efforts to succeed. Written Communication - Writes clearly and informatively; Able to read and interpret written information. Ethics - Treats people with respect; Works with integrity and ethically. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time. Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Dependability - Follows

instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan. Initiative - Asks for and offers help when needed. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Employee Signature: _____ Date: _____