



Position Posting **Administrative Assistant**

Position Summary

This position provides clerical support to the agency management team and other staff members as needed; manages in-kind donations; maintains office supplies and serves as point of contact for maintenance of office equipment (phones, fax machine, etc.) This position also serves as first point of contact for most agency visitors, as well as for many phone contacts.

This position also represents Laurel House in the community by participating in community committee work, as requested to, and/or as agreed upon, by the Executive Director, or Senior Director.

Reporting and Supervisory Relationships

Reports to: Senior Director

Supervisory responsibilities: None

Benefits as outlined in the Laurel House Personnel Manual for full-time staff members

Status: Full-time, Hourly, non-exempt.

Hours: The hours of this position are based on 40 hours per week, typically during weekday business hours from 9:00-5:00. However, this position does require attendance at Board meetings (early mornings and/or night meetings) and may occasionally require other evening or weekend hours. The position schedule will be adjusted as needed to accommodate these early morning/evening/weekend meetings.

Responsibilities:

1. Serve as Receptionist for main office, including answering the telephone in a courteous and professional manner and directing calls to the appropriate destination;
2. Welcome and greet clients, donors, and visitors; monitor cleanliness and organization of the reception area and conference rooms daily to ensure basic tidiness for visitors;
3. Maintain adequate supply of informative materials and/or brochures for distribution to visitors;
4. Responsible for ordering and organization of office supplies. Inventory supplies and update it monthly;
5. Develop and maintain a system for managing the collection, distribution and storage of in-kind donations; develop and maintain a list of local places that accept donations which Laurel House does not accept – provide information to callers who are looking for places to donate such items. Create and send acknowledgments to in-kind donors;
6. Communicate with staff in order to update the Wish List on a monthly basis;
7. On a regular basis (at least weekly – more frequently during peak season) transport donations from the administrative office to appropriate locations (i.e. shelter, thrift shops);
8. Assist the Development Coordinator in preparation of the weekly deposit to ensure financial donations to the agency are processed according to legal requirements, and in a timely manner;

Admin. Assistant- Front Desk

9. Coordinate the Cell Phone Collection Program;
10. Provide Clerical/Administrative support to Senior Management (filing, photo-copying, faxing, mailings, etc.) as needed;
11. Work with Management Team on creation, production, and distribution of printed materials;
12. Responsible for the organization of, agency literature and brochures. Inventory materials and update list;
13. Maintain an updated staff directory and all-staff group e-mail list;
14. Pick up/drop off mail at Main Post Office in Norristown daily. Sort and distribute mail daily from the local post office boxes to all local sites. Maintain supply of postage and mailing materials;
15. Coordinate portions of agency's holiday programs as assigned;
16. Assist with general office mass mailings as requested;
17. Take minutes at monthly meetings of the Laurel House Board of Directors as requested.

Required Skills and Experience:

1. High School diploma or GED minimum, Associates or Bachelor's Degree preferred
2. 2 years of office experience, or other relevant experience, required
3. Proficient computer skills; strong writing and grammatical skills
4. Bi-lingual English/Spanish preferred
5. Professional verbal communication skills, both on the phone and in person
6. Able to work with diverse populations and provide assistance in calm, courteous and professional manner
7. Highly organized and detail oriented
8. Must be a good team player, but also equally confident in taking the lead, when needed
9. Proficient in all Microsoft Office skills (Word, Excel, Publisher, etc.)
10. Must be dependable, flexible and able to manage diverse responsibilities each day
11. Required to lift 40 pounds
12. Own transportation that can be used during work day
13. Must be able to pass criminal background check/child abuse clearances

**Please submit resume and cover letter to Tina Quinci, Senior Director at tquinci@laurel-house.org.
Position will remain open until filled.**

AA/EOE