JOB TITLE: Administrative Assistant (Greenbelt, Maryland)
FLSA Status: Non-Exempt
Full-time Salary with Benefits
Reports to Program Manager

Roberta’s House—A Family Grief Support Center seeks an administrative assistant. The ideal candidate must be able to perform the following essential job functions, including greeting visitors, answering telephones, creating and manipulating EXCEL charts, preparing written correspondence, and proficiently learning and using various agency software.

CORE COMPETENCIES

- Welcomes visitors in person or by telephone, answering or referring inquiries
- Maintains patient accounts by obtaining, recording, and updating personal and financial information
- Experience using data management databases or service file management
- Assist staff and contractors with inputting program participant demographic and financial data in the case management database
- Ensure compliance with HIPPA regarding participants’ rights by maintaining confidentiality of personal and financial information
- Maintains operations by following policies and procedures, reporting needed changes
- Supports the executive administrator and agency leadership
- Create and/or maintain record-keeping and filing systems
- Obtain program participant’s completed authorization for services and assist with scheduling necessary appointments
- Assist with coordinating meeting schedules
- Attends and participates in various meetings and conference calls and assists with opening/closing a case file, as required
- Gain and maintain a working knowledge of the Athena Penelope Database
- Assist with ensuring recordkeeping and compliance with internal and external guidelines, requirements, and regulations
- Attend partnership meetings (in-person or virtual) as needed
- Take on special projects to help enhance Roberta’s House services and participant satisfaction
- Responds to all inquiries from families, prospective families, and RH team members with professionalism and returns all calls within 24-48 hours
- Ability to use social media platforms in the performance of assigned tasks
- Experience with creating PowerPoints and brochures
- Assist with scheduling work orders for the agency-owned equipment or building repairs
• Multitask and prioritize a wide range of projects in a fast-paced environment
• Display the company’s values and work towards achieving the mission

Required Qualifications and Skills
• AA degree with three years of experience or high school diploma with five or more equivalent qualifying experience
• Enthusiastic administrative assistant who is engaging and attentive to customer service needs
• Excellent oral and written communication skills
• Strong planning and organizational skills with the ability to work under pressure and meet deadlines
• Work effectively and efficiently individually and in a group environment
• Self-starter and quick learner with the ability to apply accurate information and produce quality results
• Expert in Microsoft 365
• Proficient in Canva, Adobe Photoshop, and Adobe Dreamweaver software is a plus
• Ability to utilize diplomacy, discretion, and sound judgment at all times, especially when exposed to sensitive or confidential information.
• Ability to identify critical issues quickly, navigate priorities, resolve issues, or make recommendations
• Ability to physically reach, stoop down, lift 10 pounds, and stand for long periods
• Driver license and private vehicle required
• Ability to undergo and successfully pass a background investigation

SUBMIT your resume and cover letter to the Director of Humans Resources at info@insightconsultingassociates.com

Roberta’s House is an equal opportunity employer without regard to race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or any other classification protected by law.