



JOB TITLE: Administrative Assistant Baltimore, Maryland

FLSA Status: Non-Exempt

Full-time Salary with Benefits

Reports to Executive Administrator

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

- Welcome visitors in person or by telephone, answering or referring inquiries
- Responds to all inquiries from families, prospective families, and RH team members with professionalism and returns all calls within 24-48 hours
- Maintain program participant's accounts by obtaining, recording, and updating personal and financial information
- Assist program staff and contractors with inputting new program participant demographic data, financial data, and group support attendance in the organization's case management database
- Ensure compliance with HIPPA regarding participants' rights by maintaining confidentiality of personal and financial information
- Maintain operations by following policies and procedures; reporting needed changes
- Support the executive administrator and agency leadership
- Create and/or maintain record-keeping and filing systems for assigned programs
- Obtain program participant's completed authorization for services and assist with scheduling necessary appointments
- 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
- Assist with community outreach activities

CORE COMPETENCIES

- Proficient experience in Microsoft 365
- Ability to use social media platforms in the performance of assigned tasks
- Ability to create PowerPoints
- Multitask and prioritize a wide range of projects in a fast-paced environment
- Display the company's values and work towards achieving the mission

- Demonstrate ability to quickly learn and master the use of the Athena Penelope Database
- 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 meet deadlines
- Self-starter and quick learner with the ability to apply accurate information and produce quality results
- Ability to understand and carry out moderately complex oral and written instructions
- Ability to make minor decisions in accordance with company policy and protocols
- Display the company's values and work towards achieving the mission
- Learn and master the use of the Athena Penelope Database
- Proficient in Canva, Adobe Photoshop, and Adobe Dreamweaver software is a plus
- Ability to use diplomacy, discretion, and sound judgment, especially when trusted with sensitive or confidential information.

EDUCATION

- High School Diploma, AA degree (preferred, but not required), three years of progressive experience in an office setting

GENERAL REQUIREMENTS

- A driver's license and a private vehicle
- Must complete successful background inquiry, which may be required annually or as requested
- Ability to stoop, reach, and carry items up to 10 pounds
- Ability to regularly work in an office environment or remotely perform work as scheduled
- Prolonged periods sitting at a desk and operating on a computer and prolonged standing
- Ability to work in extreme (summer-related) temperatures at agency-sponsored events
- Must be able to lift 10 pounds
- Travel required (25% or less) outside of the commuting area

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.

