

JOB DESCRIPTION

TITLE: TCE ADMINISTRATIVE ASSISTANT
REPORTS TO: TCE PEER LEADER COORDINATOR
CLASSIFICATION: NON-EXEMPT, PART TIME TEMPORARY

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- Pennsylvania Criminal Record Check, The Pennsylvania Child Abuse History Clearance and FBI Criminal History Background Check required.
- High school education with 2 years of experience providing similar services in a client-service or health care environment.
- Position is based in Montgomery County with the expectation that employee will work at locations as needed, using private vehicle. Employee must be able to work independently and collaborate with community and organizational representatives.

ESSENTIAL DUTIES:

- Assist and support maintaining a safe and professional office environment, collaborating with co-workers to maintain necessary program and office supplies. Proper customer service, both internal and external customers, is crucial to the smooth operation of Council services.
- Work within Microsoft Office Suite on multiple priorities and respond effectively to requests for support
- Conduct self in a professional manner by adhering to The Council's Employee Handbook.
- Maintain valid driver's license and safe driving record.

DAILY JOB RESPONSIBILITIES:

- Provide administrative support to TCE project staff & support the needs of volunteers, participants and programming needs.
- Assist with tracking GPRA follow ups and interviews.
- Accurate data entry of service activity, account and participant demographics, finance, and other program records. Maintain knowledge and understand of Recovery measures database.
- Provide support to Coordinator for marketing with outside agencies; attend meetings with Coordinator when needed.
- Assist with social media and other marketing materials and processes.
- Generate supplies order according to program and Council procedures.
- Daily tracking of new referrals coming in for telephonic recovery support services and submitting to staff for assignment.
- Maintain electronic and paper records according to Council procedures and in compliance with applicable privacy law.
- Generate and process documents, including but not limited to participant files, correspondence, reports - paper and electronic.
- Support staff for incoming calls, emails, other inquiries and general contacts.
- Assist and support maintaining a safe and professional office environment, collaborating with co-workers to maintain necessary program and office supplies. Proper customer service, both internal and external customers, is crucial to the smooth operation of Council services.

COMPENSATION: Commensurate with experience and other qualifications.

REVISED: February 2019

Employee Signature Date

Supervisor Signature Date