

Job Title: Administrative Assistant
Reports To: Director of Service Coordination

Department: Service Coordination
Classification: Non-Exempt Employee

Job Summary: The Administrative Assistant position is responsible for initial contact with visitors to the office and those calling on the phone to the Agency. This position is responsible for daily operations essential to the ongoing needs of the Agency.

Supervisory Responsibilities: N/A

Duties/Responsibilities:

- Answer Agency phones - transferring and relaying messages as needed
- Monitor Agency main entrance and ensure security measures as requested
- Develop and distribute minutes from Agency meetings as assigned
- Sort and distribute mail (both interoffice and postal)
- Maintain and distribute Agency contact list
- Record and manage new assignments and file transfers/acceptance with Intake and Community Specialist
- Complete and send welcome information to new individuals/families
- Maintain all relevant client databases
- Manage retrieval, distribution, copying/scanning, and returning individual historical paper files with St. Louis Regional Office
- Maintain electronic archive for Service Coordination department
- Maintain confidentiality of individual and staff records according to HIPAA
- Assist in copying and distributing plans, forms, documents, etc.
- Gather/follow up on all audit or DMH requests within timelines identified
- Schedule meetings/appointments for Service Coordination department as requested
- Assist in scheduling and maintaining Agency training records as requested
- Assist with scheduling and set-up of Agency meeting rooms
- Provide reports as requested
- Complete other duties as assigned

Required Skills/Abilities:

- Keyboard accurately at a rate of 40 wpm
- Operate electronic and/or standard office equipment
- Ability to communicate effectively (orally and in writing)
- Work independently and exercise good judgment
- Analyze and investigate a variety of questions or concerns
- Ability to prioritize work tasks
- Acceptable time management skills
- Ability to work independently and as a part of a collaborative team
- Strong mathematical skills
- Critical thinking / problem solving skills
- Ability to manage multiple tasks and interruptions

Education and Experience:

- Associate degree; may be substituted for five (5) years of relevant experience in the administrative support field
- Experience working in the field of developmental disabilities preferred
- Working knowledge and skill set to utilize multiple computer formats / systems (CIMOR, MOEDI, Microsoft Office, etc.)
- General knowledge of language/terms associated with the field of developmental disabilities

Physical Requirements and Work Environment:

- Regularly required to stand, walk and sit; use hands to type, handle and feel; talk and hear
- Regularly lift up to 15 pounds; occasionally up to 50 pounds
- Ability to navigate Agency's physical premises
- Independent travel to meetings as needed
- Ability to work flexible hours to best meet Agency needs
- This position is not eligible for telecommuting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Signature

Date Reviewed with Employee: ____/____/____
Revision Date: September 2025

Supervisor Signature

Approved by: 