



REDEEMER PRESBYTERIAN CHURCH

JOB DESCRIPTION

Date: December 12, 2014

Position: Front Desk Administrative Assistant, Redeemer Counseling Service(RCS)

Band: 4

FLSA Status: Non-Exempt

Work Hours: Full-time, Monday- Friday

Department: RCS

Reports to: RCS Operation Manager

Office Location: Redeemer Presbyterian Church Office, 1359 Broadway- Suite 400

Job Description

Summary:

Greet and answer questions from clients in the waiting area. Supply administrative support to clients and counseling staff. Respond to email inquiries and provide information and assistance to potential clients. Receive and send mail. Data entry and other clerical duties such as composing routine correspondence, preparing routine reports, screening and directing incoming calls, providing information, or maintaining files. Schedule all intake appointments and psychiatric evaluations for on-site psychiatrist. Keep track of office space and handle all renewal group registrations. Assist with organization for all RCS Workshop and with special projects. Provide coverage at Front Desk for RPC administrative assistant for breaks.

Responsibilities:

- Handle incoming/outgoing calls: provide information about our services, counselor profile, counseling related activities, etc. and direct calls to the appropriate staff or diaconate.
- Process intake of clients from first point of contact through termination, keeping the information current in the data base system.
- Scheduling: intake sessions and psychiatric evaluation for on-site psychiatrist.
- Keep track of office space schedule.
- Administrative Support for Renewal Groups: Answer all inquiries and direct them appropriately, keep track of registration for each group/cycle, create and input announcements for bulletin/website, make signs for weekly groups.
- Maintenance: Upkeep presence of lobby and conference room; make sure all office equipment is functioning including fax, phone system, copier, computer, etc. Call building maintenance staff for repairs in the office.
- Mailing: in charge of incoming & outgoing mails.
- Assisting: Prepare memo/correspondence for administrative staff; help administrative staff with copying; file terminated cases; other tasks assigned.



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- Workshops and Career Assessments: help with the coordination of getting the assessment to the client and the making copies for the counselor. Assist in preparation for workshops. Post inserts and bulletin board announcements.
- Other responsibilities as assigned by the Operations Manager.

Qualifications

- Need to embrace Redeemer's vision and have a gospel-oriented heart for New York City.
- Must be a dependable, team player and self-starter with ability to take initiative.
- Strong problem solving and decision-making skills: ability to deal with demanding and challenging people and adapt to changes and maintain professionalism during crisis or any unexpected situations.
- Proficient in MS Office applications (Word, Excel, PowerPoint, etc.).
- Excellent communication and interpersonal skills.
- Strong organizational skill: attention to detail and organizational skills.
- Ability to handle multiple tasks.
- Must be a team player.