



Job Description: Middletown Administrative Assistant - AA (to Client Services Supervisor & ED) Non-Exempt Position

Reports to: Middletown Client Services Supervisor (CSS) & Executive Director (ED)

Evaluations: 3 months after hire and annually on common review date of April 1

Position Overview:

The AA is non-exempt and will work 24 hours per week (3 days), Tuesday through Thursday. Additional hours must be approved by the ED. Hours over 40 must be paid at time and a half.

The primary role for the AA will be to professionally represent ADOH to patients/clients, donors, visitors, volunteers, staff and others at the front desk, within the office and on the telephone, while performing related tasks.

The AA will also be an assistant to the Client Services Supervisor (CSS). This fast-paced office will require a self-motivated, energetic, responsible, professional, mature, loyal, committed and dependable person to complete a large variety of tasks. The AA will consistently demonstrate the ability to understand when there is a sense of urgency related to assigned tasks and prioritize accordingly, following Policies and Procedures and putting systems in place to ensure this happens.

Required Skills & Traits:

- Servant-minded lover of Jesus Christ, embracing God's Word and ADOH's Code of Ethics which includes our Statement of Faith, Principles, and core values while supporting biblical lines of authority.
- Innately demonstrate a general love of people, genuinely desiring to help others.
- Hold a strong commitment to life at all stages.
- Actively demonstrate excellent character traits as taught in the Bible.
- Respect the confidential nature of this ministry and keep all confidences as required.
- Possess a strong commitment to sexual integrity and purity.
- Agree to uphold and abide by all ADOH Policies & Procedures.
- Excellent knowledge and use of Windows computer software.
- Ability to communicate verbally and in written form while respectfully demonstrating spiritual and emotional maturity and wisdom.
- Possess excellent organizational skills with the ability to work independently as well as a member of the team.
- Have some knowledge of office equipment and the maintenance of such.
- Have some exposure to data entry with the ability to learn quickly.

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Responsibilities:

Assistant to the CS:

- The AA will work closely with the CSS to help ensure we are true to our mission.
- The AA will discuss the needs of the ministry with leadership on a daily basis, performing tasks as requested, which will include creating and typing letters, copying, assisting with mailings, scheduling, running errands, fundraising tasks, planning for meetings and meals, and a variety of other jobs or reasonable requests.
- Communicate with other center CSS's as requested.
- Regularly check the staff vacation calendar and report times off.
- The AA will work with our IT consultant, phone service provider, security company and other businesses concerning computer performance, telephone performance, alarm function, etc.
- The AA will work closely with the CSS and Client Advocates (CA's) and other volunteers to help ensure we are true to our mission.
- The AA will start each day reviewing activities to prioritize the needs of patients/clients and the ministry, ensuring appointments are made, schedules are on track, necessary patient/client forms are available, etc.
- Answer the telephone, make patient/client appointments, enter client visits into the EKyros data entry system, help manage client files and related materials, filing and other administrative tasks.
- Be familiar with BrightCourse, send classes and update as needed.
- Greet patients/clients warmly and professionally. Offer them something to drink.
- Organize and give patients/clients appropriate forms to complete. Make recommendations for updates as appropriate.
- Send SMS Reminder Calls to clients/patients regarding ultrasound appointments and communicating the schedule to the RN's.
- Scan, mail, fax or send client referrals when necessary.
- Assist the CSS and Volunteer Coordinator with training classes as requested.
- Make sure the CA's clean patient/client bathroom after each use practicing safety standards.
- Assist the MD and RN's as appropriate.
- Assist the Volunteer Coordinator in keeping the monthly CA schedule calendar on the wall updated. Coordinate CA coverage with CSS in the absence of the Volunteer Coordinator.
- Attend all training.
- Utilize a 'tickle' file to alert self or others of upcoming events/needs.
- Assist the ED and CSS with any other reasonable requests.

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Opening & Closing of Office and General Admin:

- Turn on lights, open blinds, adjust heat and air, and turn on copy machine. At day's end, ensure the reverse and make sure front door is locked.
- Report maintenance issues to Landlord or appropriate vendor after consulting with CSS.
- Keep the office, reception, common areas, and kitchen clean and tidy. Water plants once a week or as needed.
- Collect and remove trash to outside each Thursday.
- Answer the ministry phone, pick up phone messages routing messages as appropriate and maintain phone system for rest of staff. Interface with phone service provider as needed.
- Receive any material goods donated to ADOH, record as appropriate. At times, you may be asked to work in the Moms' and Babies' room. Provide a tax receipt to donor when requested and send a "thank you" letter as follow-up.
- Manage office supply needs and coordinate ordering inventory with AA in Wilmington.
- Coordinate fire extinguisher inspections with Nurse Manager.

The ED/CS reserves the right to request the performance of any other reasonable task not mentioned in this job description.

ADOH March 2019

Revised August 2021