



**Administrative Assistant Job Description**

**Reports to: Executive Director**

- Answer, screen and transfer inbound phone calls
- Receive visitors
- General clerical duties including photocopying, fax and mailing
- Use of computer such as Microsoft Office, Additional database use (FileMaker Pro), QuickBooks accounting software, RPM (Representative Payee software)
- Handle requests for information and data
- Resolve administrative problems and inquiries when appropriate. Refer to Executive Director when necessary.
- Prepare written responses to routine inquiries
- Prepare and modify documents including correspondence, reports, drafts, memos and emails
- Open, sort and distribute incoming mail
- Maintain office supply inventories
- Coordinate maintenance of office equipment. Refer computer technology issues to Executive Director
- Coordinate, maintain and record AMPES site records including petty cash reimbursement
- Prepare and send invoices to County MH/MR for contract reimbursement
- Accept payment and issue event tickets. Assist Social Recreation Coordinator in maintaining event attendance lists
- Company Payroll
- Perform bookkeeping functions with clients who use The Arc, Susquehanna Valley for Payee services. Maintain accurate financial records of each client's money including deposits, bills, etc. Responsible for following Social Security rules and regulations on how the clients' money is managed. Pay clients bills using their financial resources. Use specialized financial software to manage their money. Work closely with Northumberland County BH/IDS and the CMSU, the clients and other providers.
- Plan and conduct basic budget training for clients who use our Payee services

- Reconcile Payee accounts at the end of each month and/or when Social Security Administration requires it
- Other duties as assigned by the Executive Director

### **Necessary Skills and experience**

- Intermediate to advanced computer skills
- Ability and willingness to learn new software when necessary
- Intermediate experience in performing routine accounting procedures.
- Exceptional Communication skills - written and verbal
- Ability to maintain confidentiality
- Planning and organizing
- Ability to multi-task and work under deadlines.
- Prioritizing
- Problem assessment and problem solving
- Information gathering and information monitoring
- Keen attention to detail and accuracy
- Flexibility
- Adaptability
- Customer service orientation
- Teamwork mentality

### **Education**

- High School Diploma or equivalent required
- Post high school education in a business discipline preferred

### **Other Requirements**

- Current PA driver's license
- Successfully pass a PA State Police Criminal Background Check and Child Abuse Clearance Check