



**Job Title:** Executive Assistant

**Reports to:** Clinical Director

**Job type:** Full Time

**Job Description:**

The Administrative Assistant is responsible for three components of office management: Receptionist for the The Haven Therapy Center, Biosound Administrator, and Executive Assistant to the Senior Leadership Team. This person will be responsible for facilitating communication between therapists and clients, including answering phones, responding to emails, welcoming upon arrival, and directing clients to other staff members or resources for more specific information. They may answer questions and provide general information regarding 91 Place, the Haven, Biosound, or other components of the organization and services provided by 91 Place, the Continuum of Care, or other service providers in the area. Biosound education and training will be provided onsite. The Administrative Assistant must have excellent communication, customer service and people skills, as well as be able to multitask and stay organized while assisting the Executive Team with essential tasks and projects as assigned.

**Objectives of this Role:**

- Serves as the first point of contact at the office, greeting clients and cultivating a warm and peaceful environment through appropriate people skills and hospitality.
- Ensures that all office equipment and furniture are maintained in proper working condition and contact the appropriate person to rectify any malfunctions.
- Maintain an updated inventory of all office equipment and supplies and pick up materials that are delivered. Place orders necessary for program operations utilizing appropriate protocol.
- Operates computer programs, including Asana, G-Suite, Microsoft Word and Excel.
- Ability and willingness to work some early mornings, evenings, and weekends as needed to support programs.
- Performs other duties as assigned by the CPO of 91 Place.
- Adheres to the Mission, Vision, and Values of 91 Place.



## **Daily and Monthly Responsibilities:**

### **Receptionist (30%):**

- Welcome all incoming visitors, clients, and program participants and route them to the proper staff person for services.
- Receive all incoming phone calls, screen them, take messages and/or forward to appropriate staff.
- Maintain and update wait list as well as outcome measures.
- Participate in monthly all staff meetings and supervision.
- Educate community members and organizations about biosound.
- Maintain a clean and welcoming therapy center.
- Make coffee in the morning and tea when requested for clients. Clean and reset the coffee bar at the end of the day.
- Contact building maintenance as needed.
- Assist in planning and hosting therapy center events.
- Keep inventory of office supplies and order when needed

### **Biosound Administrator (20%):**

- Administer biosound therapy sessions when clients arrive (training to be provided- no certificate or degree necessary) and maintain program outcomes.
- Complete initial new client process, scan and document in the electronic health record.
- Maintain a calendar of events and schedules and coordinate appointments for biosound appointments. Prepare any client materials necessary prior to appointments, maintain accurate client lists, and follow up appointments and charting.

### **Executive Assistant (50%):**

- Review, edit, and format documents and communications for the Senior Leadership Team (SLT)
- Complete special projects for SLT, including but not limited to research, creating marketing materials, copyediting, creating and implementing more efficient processes as needed
- Answer and respond to phone calls, communicate messages and information to the SLT



- Read, respond, forward, or reassign communications from the Reception email, website inquiries, or SLT emails to streamline communication between departments
- Exercise prudence and discretion when handling confidential information related to the organization, staff, volunteers, or clients
- Maintain various records and documents for SLT
- In Asana, work in conjunction with the CPO to create, edit, maintain, and implement management processes for programs and projects, including program launch checklists and Standard Operating Procedure checklists
- Attend meetings virtually and take notes of discussion; prepare the initial draft of minutes and summaries when necessary
- Handle printing, faxing, mail/overnight packages, copying, and filing

#### **Skills and Qualifications:**

- High School diploma or equivalent
- Ability to maintain strict complete confidentiality of all pertinent information according to HIPAA guidelines.
- Basic knowledge of mental health processes, agencies, and directives across state, federal, and tribal entities, as well as counseling ethical practice guidelines.
- Excellent written and verbal communication skills, time-management skills, organization skills, and the ability to multitask
- Computer knowledge and proficiency in basic software and programs, such as Microsoft Office, Canva, and G-Suite
- Ability to assess and prioritize multiple tasks, projects and demands while paying attention to detail.
- Basic budgeting, and expense monitoring/management skills; collect and compile information for various reports.
- Must possess problem solving skills to address crisis situations, and the ability to collaborate and coordinate with multiple service providers exercising tact, diplomacy and mature judgment.
- Must submit -Criminal Records Background Check/ Alcohol/Drug Screen

#### **Preferred Qualifications and Experience:**

- Two year technical or general studies degree in a related field.
- Experience with billing insurance.