



Mothers & Babies **PERINATAL NETWORK**

457 State Street
Binghamton, NY 13901
Phone: 607-772-0517 / 800-231-0744
Fax: 607-772-0468

JOB TITLE: Administrative Assistant

REPORTS TO: Office Manager

PTE: 25 hours/week

Position Description: Busy front office with primary responsibilities of high-volume phone screening, in-person customer greeting and assistance and data entry. Additional tasks include tracking/documenting caller information and inquiry requests, preparation of appointment calendars, data entry for various agency programs, assistance with conference and other event planning, and other tasks as assigned.

Hours: Position is part-time, 9:30 – 2:30. Flexibility required to work occasional 8 hour days to cover for vacations and other situations.

Responsibilities will include, but may not be limited to:

- ◆ **Phone Service**
 - Respond to and manage multi-line phone system. Daily incoming call volume of one hundred or more calls requires reception staff to be knowledgeable of all grant programs, the Network and community services
 - Complete required client screening for determination of program eligibility and appointment scheduling
 - Conduct call-backs as necessary to assist with meeting coordination, appointment scheduling, program registrations and more, as appropriate.
 - Track, as appropriate, incoming calls and requests for information, supplies or services
 - Assist with maintenance of call log-in database and provide monthly reports to various program managers
- ◆ **Greet clients, agency representatives and others visiting M&BPN offices. Assess purpose of visit and direct accordingly.**
- ◆ **Clerical:**
 - Assist, as directed, with preparation of staff appointment calendars, monthly updates and disseminate electronically to partner agencies
 - Maintain client no-show (overall and by site) record-keeping
 - Prepare agency and program correspondence as requested
 - Prepare and disseminate meeting materials and announcements
 - Prepare bulk mail projects
 - General filing for agency and specific programs as needed
- ◆ **Data entry and research assistance**
 - Input all client information in electronic health record system
 - Complete data entry for various programs as assigned.

Areas of Expertise:

- ◆ Strong customer service skills – friendly, compassionate, engaging, yet professional; ability to interact with all personality types
- ◆ Strong organizational and communication skills
- ◆ Ability to work both independently and as part of 2-person team
- ◆ Knowledge and experience with information systems programs and operations

Minimum Qualifications:

- ◆ Education: Associate degree in secretarial, office management or medical office with at least 2 years experience. High school education with 3-5 years relevant experience will be considered.
 - Ability to complete work with possible distraction of young children or infants present
 - Ability to work with individuals of various race and ethnicity and possible language barriers
 - Computer proficiency – word, databases and excel.
 - Ability to work independently and responsibility.
 - Experience and ability to work with members of the community (both professional and consumer).
 - Knowledge of the organization and delivery of health and education services.
 - Flexibility/Ability to cover for full-time staff member when needed.

THE POSITION OF ADMINISTRATIVE ASSISTANT IS A FULL-TIME, NON-EXEMPT POSITION, AND IS THEREFORE, SUBJECT TO THE PROVISIONS OF THE FAIR LABOR STANDARDS ACT.