



Job Description Office Assistant

Objectives of the Position: To facilitate the efficient functioning of client services and client flow-through, including answering phones and scheduling appointments, especially when volunteers are not available.

Reports to: Center Director

Supervises: Volunteers

Status: Part-time, non-exempt

Location: Kettering

Scheduled Hours: Wednesdays and Fridays 8:30am – 4:00pm

Education & Experience: High school diploma or equivalent required; 1 to 2 years office experience preferred

Skills: Excellent communication skills, detail oriented, organized, problem solving, proficient in Microsoft Office, and general knowledge of computer systems

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior
2. Exhibit a strong commitment and dedication to the pro-life position
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and the policies and procedures of Hope Rising
4. Be able to respect and keep information confidential
5. Complete the volunteer training and position orientation
1. Exhibit skill in interpersonal communication and problem solving
2. Assist in providing spiritual leadership, discipleship, and support to volunteers
3. Be able to carry out responsibilities with little or no supervision
4. Maintain a spirit of cooperation and servanthood
5. Ability to maintain flexible hours and act in the Center Director's absence

Essential Functions:

1. Assure that each shift begins with prayer
2. Work in cooperation with volunteers to answer phones, effectively describe our services and options to clients, especially the at-risk clients
3. Greet clients, send appropriate forms and facilitate client flow-through
4. Bring or send phone lines, take messages
5. Send appointment reminders through Center database
6. Be able to take Intake and Follow-up clients when volunteers are not available
7. Work in cooperation with volunteers to maintain a supply of client forms
8. Assist Center Director with performing other office administrative duties such as:
 - a. Listen to messages on answering machine and take appropriate action
 - b. Schedule and update client schedule (eKyros)

Original: Employee's Personnel File

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- c. Follow-up on calls to at-risk clients
- d. Record daily statistics
- e. Support and assist volunteers
- f. Work in conjunction with Center Director or Director of Client Support Services to maintain office supplies and educational brochures
- g. Coordinate volunteers' schedules in Center Director's absence
9. Other duties as requested by Center Director or the Executive Director

Physical and mental requirements:

1. Visual and auditory accuracy
2. Continuous use of computer
3. Frequent use of telephone
4. Continuous repetitive grasping and manipulation of both hands
5. Continuous conversational communication
6. Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
7. Understand/carry out simple/detailed, oral/written instructions
8. Memorize and retain instructions
9. Read and interpret detailed specifications
10. Ability to push, pull, lift, move, and/or carry up to 25 lbs.

The Office Assistant shall receive at least one yearly written and oral evaluation by the Center Director.

Reviewed by employee:

Employee

Date

Supervisor

Date