

## **Administrative Assistant**

### Job Description



### **Objectives of the position:**

The Administrative Assistant will present a pleasant public face at the front desk of the center and help direct traffic flow through the building. This position is responsible for assisting clients with their needs, directing incoming correspondence, client communication, donor communication, and social media operations. This position will provide administrative support to the Executive Director and Client Services Director to assist with all aspects of programming provided.

**Reports to:** Executive Director

**Supervises:** n/a

**Schedule:** 32-40 hours per week, full time non-exempt

### **Qualifications:**

1. Be a committed Christian, ardently pro-life and passionate about the mission and ministry of Heartbeat of Lima Inc. Willing to uphold and express full agreement with the Statement of Faith and the Commitment of Care & Competence.
2. Agree to uphold and abide by the Mission, Vision, Employee policies and all Policies & Procedures related to Heartbeat of Lima Inc.
3. Experience as a volunteer, with preference to ministry-related services.
4. Exhibit strong skills in interpersonal communication and writing including but not limited to telephone skills, verbal communication, active listening, professionalism, customer/client focus, office organization, and supply management.
5. Working knowledge of Microsoft Office and other computer software that is required to perform the job duties.
6. Experience with social media management, Canva or graphic design platforms, Reels, etc
7. Ability to learn center-related software and systems with special attention to detail and accuracy.
8. Be able to carry out responsibilities with little or no supervision, and be able to multitask well.
9. Is dependable, stable, and capable of following through on commitments.
10. Is compassionate towards and has a sincere desire to reach out to abortion-vulnerable/abortion minded women or any woman seeking the services provided at Heartbeat of Lima.
11. Respects confidentiality of clients, donors, volunteers, staff, and both internal & external communications.
12. Must possess the physical ability to carry up to 40 pounds and ability to climb stairs.

### **Duties & Responsibilities**

#### **Clients**

- A. Serves visitors by greeting, welcoming, and directing them appropriately; notifies appropriate staff of arrivals.
- B. Review and respond to text and chat messages throughout the workday and address any inquiries, scheduling requests, etc.
- C. Welcomes clients, guests, and visitors by greeting them, in person or on the telephone, answering or referring inquiries.
- D. Directs clients or visitors with clear and courteous instructions.
- E. Maintains security and safety by following procedures

- F. Maintains safe and clean reception area, straightens up materials and furniture to keep appearance of facility neat.
- G. Responds to requests for information in a timely manner.
- H. Maintains a calm and diligent attitude and work ethic with high degree of attention to detail and a desire to provide excellent service with a pleasant demeanor, while multi-tasking.
- I. Follow procedures and reporting for the effective management of inventory (ordering office supplies, boutique inventory, etc.)
- J. Assists clients by offering good customer service and answering questions about items.
- K. Follow procedures for child safety within the facility and monitor/address any concerns with the supervision or behavior of client-children.
- L. Helps clients carry items out of building when help is needed.

**Supporters**

- a. Welcomes and shows appreciation to donors and assists in carrying donations into the building.
- b. Gives receipts to and collects information from people donating products.
- c. Oversees the mailing of “Thank You” notes to donors.
- d. Assists with data input (monetary donations, material items distributed, client attendance, etc.)
- e. Assists with mailed and emailed newsletters monthly.
- f. Assists with social media updates on a weekly basis in collaboration with others
- g. Assists the Client Services Director to ensure that there are adequate volunteers for each project.
- h. Prepares schedule for fundraising baby bottles.
- i. Maintains the physical appearance of the office which may include dusting, sweeping, light cleaning, etc.
- j. Treatment of all staff and volunteers as “internal customers” is critical to the success of the team.
- k. Follow guidelines and policies when posting and responding on social media including Instagram, Facebook, Mailchimp, and others.
- l. Additional duties as assigned.

**Other Requirements:**

Valid Ohio driver’s license. Submit to fingerprinting and BCI/FBI background check.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions.

**I have received a copy of this job description. I understand, affirm, and subscribe to the requirements, responsibilities, and duties of this job.**

Employee \_\_\_\_\_ Date \_\_\_\_\_  
(Signature)

Employer \_\_\_\_\_ Date \_\_\_\_\_  
(Signature and Title)