



***Our Mission -
To empower women to achieve life changing recovery through proven
treatment and critical support services.***

Job Title: Office Specialist
Reports to: Admissions Coordinator
Job Classification: Non-Exempt

Position Summary:

Responsible for overseeing operation of reception area.

Job Duties:

- Provides clerical support for staff to include copying, faxing, filing, composing letters, data entry, assistance with processing bulk mailings, etc.
- Responsible for ordering supplies based on staff needs and requests, researching prices and vendors, maintaining relationships with vendors, and coordinating with COO on costs.
- Serves as internal contact for issues related to copier, computers, fax machines, printers, phones, and office supplies.
- Provides a central source of communications, transferring calls to appropriate staff and answering general inquires as appropriate for all programs providing consistency.
- Serves as employee ambassador – welcomes new employees including providing tours of Wedgewood properties, coordinates anniversary recognition, sends grief cards/plants, conducts interest & preference assessments, takes & posts photos of all employees for a hallway “wall of fame”. Coordinates with media staff to update website & post on social media. Maintains employee pictures in staff break room, emails an introduction of new employees with fun facts to all staff & board, ensures offices supplies are ready, coordination with IT & HR to ensure readiness on start day.
- Assists with monthly employee inspiration efforts, assures break room has new meditation & wellness materials, tips, provides fresh fruit or a health lunch mid-week for staff with in given budget. Assists with random tokens of kindness, create a Monday motivation program-quotes, tips, client success, staff achievements, outcomes from monthly/quarterly data collections.
- Serves as the central point of contact for receiving, preparing, and heating new client belongings to insure facility protection from bed bugs. Ensures policy is implemented corrected.
- Maintains professional appearance of reception and common work areas. Ensures confidential information is not visible to visitors.
- Checks in clients for their initial admission appointment including providing information to family members’ monitor quality of belongings and prepare for heat treatment; arrange for client’s appointment with medical staff; sometimes escort client to Admissions as needed.
- Responsible for providing the StrengthsFinder codes, scheduling and assisting clients with assessment administrations.



A United Way Agency

- Greets and assists visitors and clients in a professional welcoming manner. May collect copay payments from clients, receipt payments and forwards to appropriate staff.
- Maintains schedule and coordinates emergency drills at administrative offices monthly.
- Oversees volunteers in regard to tasks that they are assigned to perform.
- Responsible for incoming and outgoing mail. Distributes mail to appropriate staff.
- Receipts checks, cash, and credit card payments and forwards to Finance Department. Makes copies of donations for cash donation receipts.
- Reserves meeting rooms as needed.
- Conducts Visitor screenings.
- Sends UA's out to the lab, logs UAs in spreadsheet.
- Monitors Client's belongings based on pass approval from Program Coordinators and Counselors.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to act with integrity, professionalism, and confidentiality.
- Abide by HIPAA and 42 CFR confidentiality requirement which include but not limited to businesses, family members, friends of clients, and other agencies and the public including safekeeping of client identified materials.
- Support St. Monica's Home in the organization's objective to be a diverse, equitable, inclusive, and accessible workplace.
- Follow all agency and program policies and procedures including philosophy, confidentiality, ethics, and safety procedures.
- Regular and on time attendance required.
- Performs other duties as assigned.

Position Competencies:

- Verbal communication
- Written Communication
- Organizational Skills

Education and Experience:

- High School diploma, GED, or equivalent certification; working knowledge of computers, ability to speak clearly, answer questions, and gather information in-person and over the telephone in a professional and courteous manner; knowledge in the use of general office equipment.
- Must be at least 21 years of age.
- First Aid / CPR and Medication Aide certificate required or ability to be certified.
- Driver's license and valid insurance required upon hire.

Physical Requirements:

- Ability to lift 25 lbs. regularly, climb and descend stairs.
- Ability to thrive in a fast paced, deadline-oriented work environment

St. Monica's Home is an equal opportunity employer. We do not discriminate against any employee or applicant for employment on the basis of age, race, religion, color, ethnicity, disability, gender, sexual orientation, gender identity, or national origin.

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| EMPLOYEE SIGNATURE: | |
| DATE: | |
| SUPERVISOR SIGNATURE: | |

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| Creation Date: 08/2022 |
| Next Review Date: 08/2023 |