

## **OFFICE ADMINISTRATOR RESPONSIBILITIES**

### **Daily Work**

- Collect day work from counselor folders; enter cash receivables to the day work cash form before giving it to financial manager; file receipts monthly
- Answer doorbell, greet clients and offer hospitality
- Answer, dispatch, and/or return voicemail messages
- Interview new clients to fill out general intake and insurance forms
- Contact insurance companies to determine client's benefit information
- Sort and dispatch incoming mail
- Post outgoing mail at local mailbox or village post office if USPS has not collected from the mail basket in the waiting room
- Stamp and mail monthly billing in collaboration with financial Manager
- Prepare correspondence for directors and counselors as requested
- Provide support to staff as needed
- Assist in new hire procedures:
  - Arrange for background checks
  - Maintain training binders
  - Instruct new hires on office procedures

### **As Required**

- Oversee and procure office, kitchen, and washroom supplies
- Monitor postage, purchase stamps and electronically update meter
- Order and pick up refreshments, gifts, etc. as needed
- Oversee office systems and machine maintenance
- Update staff contact list

### **Fund Raising:**

- Maintain fund database for donations received
- Support physical mailings with collation of materials, labeling and stamping
- Oversee individual contribution acknowledgements

### **Workshops and Groups**

- Maintain workshop and group registration
- Provide copies of support materials as needed for events

### **Service to the Board**

- Format Annual Reports for key staff and upload them to the Board Drive
- Maintain board contact list on the Board drive

### **Other**

- Attend monthly staff meetings and participate in occasional staff training