



STAR VISTA

JOB TITLE:Bilingual Administrative Assistant/Office Manager

PROGRAM:Insights Program

SALARY/WAGE:\$18.00 hour/DOE (Includes Bilingual Differential)

STATUS:.....Non-Exempt

24 hrs/wk, Schedule:

Monday-Thursday: 1pm-7pm

JOB DESCRIPTION:

To provide reception, clerical, and general office support services including front office customer service to all clients and visitors, general clerical, office management and project-based work for staff. To conduct program admission paperwork and orient Spanish-speaking parents and teens to adolescent counseling program. To project a professional company image through in-person and phone interaction by implementing the agency's mission statement.

ESSENTIAL JOB FUNCTIONS:

- Answer telephones, provide front desk reception and provide customer service functions in a manner which reflects the agency's mission and philosophy.
- Communicate voice mail and phone messages to appropriate parties in a timely fashion.
- To conduct program admission paperwork and orient Spanish-speaking families to counseling program.
- Communicate with families in English and/or Spanish, as needed.
- Maintain front reception area, waiting room, work areas and staff room.
- Perform general clerical duties to include but not limited to: photocopying, faxing, mailing and filing.
- Taking payments, recording info in files, and providing info to main office.
- Manage multiple tracking lists.
- Assist program management in scheduling of Intakes through general management of referral list.
- Assist Clinicians/Interns with clinical forms and scheduling of clients.
- Assists facilities personnel in set up of meetings.
- Manages program data entry for primary funders and internal reporting.
- Assists in management and execution of proper billing procedures.
- Ordering of supplies, as needed.
- Special projects as assigned.

REQUIREMENTS:

- Computer Literate (Word, Access, and Excel). Able to type 40 wpm.

- Experience in providing customer service in a front-office setting.
- Excellent written and oral communications skills. Able to compose and edit correspondence. Positive personal and professional presentation.
- Ability to work independently.
- Ability to work as a team member, when necessary, to accomplish tasks supporting the agency's mission.
- Well organized, detail oriented, dependable, punctual, able to produce accurate work.
- Ability to multi-task and be flexible.

MINIMUM QUALIFICATIONS: Verifiable skills, abilities, and qualities commensurate with the position's requirements. Bilingual Spanish required.

SUCCESS FACTORS:

- Provides telephone, public and staff assistance in a consistently helpful and pleasant manner.
- Well-developed interpersonal skills. Ability to work as a team member.
- Well organized, detail oriented, dependable, punctual, able to produce accurate work.
- Support for agency directions, purpose and mission.
- Flexibility in meeting changing priorities, as the work requires.
- Able to make logical and sound decisions for appropriate and effective results; understanding of when to seek help rather than use own judgment.
- Ability to handle multiple tasks with a minimum of supervision.
- Must have excellent work ethics.

TO APPLY: Please submit cover letter and resume to alexi.arvanitidis@star-vista.org. Subject box should be titled Admin/Receptionist.

* * *

StarVista is a private non-profit agency in San Mateo County that provides a wide array of free and low-cost services to help children, teens and adults who are dealing with substance abuse, domestic violence, mental health, and relationship and communication issues. More information about the agencies and its programs can be found at www.star-vista.org.