TOWN OF TRUMBULL

ADMINISTRATIVE ASSISTANT

COUNSELING CENTER/YOUTH & FAMILY SERVICES

WAGE GROUP: EE

General Statement of Duties:

1. Greet all clients calling and visiting the Center
2. Schedule client appointments and track on a central calendar
3. Complete complex clerical assignments independently
4. Maintain confidential filing system
5. Compile and track monthly statistics
6. Manage cash flow, maintain financial records, generate purchase orders and check requisitions
7. Promote a professional, caring, and confidential atmosphere in reception area and the community
8. Attend and record minutes of departmental meetings
9. Compose routine correspondence, prepare department reports and grant proposals
10. Maintain office equipment and order supplies
11. Maintain cleanliness and appearance of common areas at the Center
12. Manage clients with sensitivity and confidentiality
13. Perform related duties as required by the Director and the Counselors

Departmental Specifics:

1. Provide initial crisis intervention until a counselor becomes available
2. Intake new client information
3. Flexible work schedule to attend community events to promote awareness of Center services
4. Attend training seminars as requested

Supervision Received: Works under the direction of the Director of Nursing or his/her designee.

Supervision Exercised: none

Minimum Qualifications, Knowledge, Skill and Ability:

1. Knowledge of office management and record keeping
2. Computer proficiency in Outlook, Word, Excel.
3. Demonstrated interpersonal and written communication skills
4. Ability to follow oral and written instructions
5. Ability to respond courteously to the public.
6. Ability to learn applicable State and Town laws
7. Knowledge of Mental Health terminology

Experience and Training:

1. Graduation from high school or GED; College Degree preferred
2. Three (3) years recent experience in a social service or crisis intervention office environment