

## **Job Description for Water Street Ministries (WSM) Part-time Access Center Administrative Assistant**

**Summary:** Support the Director of Access and Case Management in serving clients through exceptional customer service.

**FLSA:** Part-time, Non-exempt

**All Water Street Ministries (WSM) staff must be:**

1. Willing to sign the Water Street Ministries Statement of Faith.
2. A current member or regular attendee of a local church.
3. Able to fully support the core values and philosophy of ministry held by WSM.

**Essential Functions:**

- Support the goals and objectives of the Director of Access and Case Management in a manner that reflects the values and ministry philosophy of WSM
- Greet patients, meet service needs, and be able to intelligently answer inquiries about WSM as well as Water Street Health Services (WSHS)
- Answer telephones in a professional manner
- Data entry
- Complete shelter intakes and input corresponding data
- Routine use of office equipment
- Sorting and distribution of resident mail
- Manage all communications from the Director's and case management (CM) offices including scheduling and filing documents
- Organize and support meetings: scheduling, preparation, recording minutes, conduct follow-up communication and action items
- Manage special projects as needed
- Prepare reports, charts, files, and documents as needed
- Provide support for the CM team as needed
- Maintain confidentiality re: residents, staff, and volunteer information
- Other duties as assigned

**Education/ Experience:**

Bilingual in English and Spanish is required. Microsoft Office experience including Word, Excel, Outlook, Publisher and Access are essential. Customer service organizational skills and strong communication skills required. A college degree in business or a related field, or 2+ years of equivalent training and experience is preferred.

**Equipment:** Office equipment including computers, fax, business phones, etc.

**Supervised by:** Director of Access and Case Management

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the essential functions of this job the employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 35 pounds. Requires occasional weekend and evening availability.

***Christian Life:***

As an employee of Water Street Ministries, you are an important member of a Christian Missionary organization. All staff members are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, or counseling sessions. Because of the nature of these types of ministries it is an absolute necessity that you possess and maintain a testimony or lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which are an important part of your job.