

Water Street Mission Job Description Access Center Administrative Assistant

Summary: Support the Residential Ministries Office Manager in serving clients through exceptional customer service.

FLSA: Full-Time, Non-exempt

All Water Street Ministries staff must be:

1. Willing to sign the Water Street Mission 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 Water Street Ministries
- Greet guests, meet service needs, and be able to intelligently answer inquiries about WSM
- Answer telephones in a professional manner
- Copy and mail records as requested
- 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 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 Case Management team as needed
- Maintain confidentiality re: residents, staff, and volunteer information
- Other duties as assigned

Education/ Experience:

Bilingual in English and Spanish preferred. Microsoft Office experience including Word, Excel and Outlook are essential. Organizational skills and strong communication skills required. Administrative or human services experience is preferred.

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

Supervised by: Residential Ministries Office Manager

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Physical Demands:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

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.

- Stand, walk, or sit - *continuously*
- Use hands to finger, handle, or feel - *continuously*
- Lift and/or move up to 35 pounds - *occasionally*
- Weekend or evening availability - *occasionally*

Christian Life:

Water Street Mission is a privately funded 501(c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry that is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and purpose statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- ☐ Be able and willing to share the Gospel and participate in the ministry activities of Water Street Mission.
- ☐ Subscribe to the Water Street Mission Statement of Faith and Qualifications of Employment upon hire and continuously while employed.
- ☐ Adhere to the Water Street Mission Employee Handbook.