

Administrative Assistant Job Description



Location: Grand Rapids, Michigan, United States

Schedule: Full-time Permanent

Compensation: \$20-21 per hour

Benefits: Medical; Vision; Dental; Retirement; Paid Time Off

Job Description

The Grand Rapids Red Project has grown incredibly over the last few years - from a small, mostly volunteer run organization, to a regional entity that provides comprehensive services along the continuum of care in West Michigan, and technical assistance across the state. This position often serves as the first point of contact for potential clients and participants, as well as for the general public and other organizations. As the organization has grown, so has the need for administrative support. This position requires a highly motivated and organized individual to act as administrative support for the office.

Office Administration:

- Answer telephone, screen and direct calls, take and relay messages, and provide information to callers
- Greet and direct persons entering the organization to the appropriate Red Project Program and staff
- Schedule HIV/HEP C appointments and help clients when they arrive for their test
- Direct queries from clients, potential clients, and the general public to the appropriate Red Project program and staff
- Provide and maintain a client centered atmosphere which incorporates the standards and protocols of Red Project Programs
- Provide general administrative and clerical support
- Allocate referrals and messages to the appropriate staff
- Assist in daily office duties
- Participate in staff meetings and other meetings as needed
- Monitor office traffic
- Organize and clean office space
- Participate in staff meetings and other meetings as needed
- Participate in on-going trainings as needed
- Attend and participate in local community events as needed
- Other duties as assigned by supervisors
- Monitor stock and inventory supplies

Skills and Experience:

- Office setting experience required
- Bilingual English/Spanish preferred
- Knowledge of HIV/HCV/STD infection, transmission, and prevention preferred
- Knowledge of local community resources and referrals related to HIV, health care, substance use, and basic needs

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- Excellent verbal and written communication skills with diverse groups and individuals, including strong interpersonal and organizational skills
- Computer/technology proficiency including MS Office Suite and Google software
- Ability to work effectively with people of diverse races, ethnicities, ages, sexual orientations, gender identity, and drug use patterns
- Know how to administer Naloxone (Narcan) - Red Project will provide this training
- Able to work in a high-volume, fast paced environment with minimal supervision, as well as work under supervision and carry out assigned tasks

Critical Qualities:

- Organized- capable of prioritizing needs, goals and objectives. Capable of following a logical path to achieve priorities. Capable of maintaining all required information/data for ease of access for staff and clients
- Confidentiality- capable of maintaining the highest degree of confidentiality with regard to client and organizational information
- Client Centered- capable of working with individuals to identify needs and priorities, and facilitate any positive change as a client defines that for themselves
- Motivated- capable of taking the initiative and following a project through to completion. Capable of leading volunteer teams, as well as following and participating in the group process
- Teamwork- capable of working with many different personalities; vocalizing needs, while still putting self behind the needs of the group and organization; enhancing and supplementing the skills and abilities of Others
- Problem Solver- capable of thinking on the spot to resolve problem situations as they arise. Able to assess relevant information, identify a range of options, and make recommendations for resolution of problem situations

To apply: send your resume, as well as a cover letter outlining your qualifications, to lethi@redproject.org