

Administrative Assistant

Location: Emerald St / Boise Towne Square Mall area

Job Type: 32-40 hrs/week, Permanent position

Salary: \$12.00 – \$14.00 per hour DOE

Days: M-Th

Hours: 9-5 pm with some evening or weekends

Start date: Early – mid August 2018

A NEW BEGINNING OVERVIEW

A New Beginning was established in 2004 and provides adoption services to families in Idaho, unplanned pregnancy services to women in the greater Northwest, provides extensive parenting training and also has a counseling center that was designed to help families, birth families and adopted children. We've placed hundreds of children in loving and caring homes as well as helped birth families navigate their adoption journeys during pregnancy and post pregnancy. A New Beginning is a strong team who works collectively and individually to every changing needs of our clients.

OVERALL FUNCTION

The Administrative Assistant at A New Beginning will function as the first point of contact for potential adoptive families and birth families via phone, email and on site. The position assist clients with answers to questions about the process, collect, organize and manage paperwork, files and fees as well as daily, weekly and monthly administrative functions for the office. File management is a must and this position truly functions as the nucleus of the organization.

DUTIES

- Greet customers and manage the phone switchboard
- Guide clients through the paperwork process
- Collect and file appropriate documents
- Communicate with clients consistently regarding paperwork, next steps
- File management
- Analyze, prepare and maintain office systems
- Maintain the online eAdopt parent portal system
- Invoice, collect, record and post fees
- Process mail
- Office supply inventory and ordering
- Maintain marketing supplies inventory
- Assist A New Beginning's Wellness center and Marketing as necessary
- Process client/prospect reservations for events, seminars and trainings
- Prepare materials for events, seminars and trainings
- Work directly with bookkeeper to verify receipts, invoices, donations and other accounts payable and receivable
- Contact clients to set up meetings upon request
- Monitor Daily online chat
- Maintain and update forms
- Maintain office staff list, phone extensions, etc.

- Send client birthday cards and schedule birthday/age change appointments for representative
- Function as liaison between A New Beginning and vendors
- Maintain front reception area
- Other duties as assigned

QUALIFICATIONS

- High School Education, some college a plus
- Excellent communication skills; written, verbally and in person
- Able to work in a fast paced and growing environment
- Self-manage and prioritize multiple deadline driven projects
- Strong attention to detail with the ability to work with a high degree of accuracy
- Very organized and able to evaluate and create more efficient systems
- Follow-through with each task, event or duty to completion
- Excellent customer services skills, especially in a highly emotional situation
- At least 2 years of administrative support experience
- Proficient with Microsoft products
- Understanding of database systems and cloud based software
- Time management skills and ability to multitask, set priorities, meet deadlines, ask for help when needed
- Ability to maintain confidentiality
- Understanding or some work with accounts payable and receivable a plus
- Function as a contributing team member and as a leader

APPLY

Please submit your cover letter and resume to receptionist@adoptanewbeginning.org and add "Resume + your Name" on the subject line. **Please no calls or drop-ins.** Potential candidates will first be notified by email or phone to schedule an interview.