



## Administrative Assistant Job Description

Experience: 3 years office administration experience preferred

Full time: 8:30 - 5:30 Monday - Friday.

### PRIMARY PURPOSE

The Administrative Assistant's primary responsibilities include managing the office communication, enrollment process, business, administrative, and computer functions of the YWCA while providing outstanding customer service to families. Responsible for the organization and operation of the YWCA's overall function and office systems while representing the company and the location positively to the community. Must maintain confidentiality and interact professionally with visitors, families, staff and clients. The Administrative Assistant is part of the administrative team and is responsible for the following areas and will perform other duties as assigned.

### MAJOR FUNCTIONS AND RESPONSIBILITIES

#### COMMUNICATION

- Model positive communication and interaction with staff, families and children.
- Ensure that all visitors are greeted appropriately. Model and project a professional and positive image in all interactions.
- Provide the highest levels of customer service providing solutions for requests/complaints by handling them when within the Administrative Assistant scope or redirecting to the Program Director.
- Ensure that all phone calls are answered timely and provide information in a courteous manner obtaining further information when needed.
- Check voice mail daily. All calls are expected to be returned on the same day when possible (and never longer than 24 hours). Prioritize inquiring families so that they are contacted as soon as possible.
- Obtain necessary approval and guidance from the Program Director/Executive Director to draft, coordinate and distribute correspondence, including emails, memorandums, and information to families and staff.
- Respond to staff, families and children with sensitivity, interest and respect.

#### MARKETING AND ENROLLMENT

##### Systems and Reports:

- Schedule and facilitate tours with families interested in joining our programs.
- Print time sheets, roll sheets, sign in/out sheets, van logs, etc. weekly.
- Maintain registrations and offers of enrollment to those on wait lists based on current availability.
- Process weekly tuition and communicate with families about billing.

##### Marketing Initiatives

**eliminating racism  
empowering women  
ywca**

- Assist Program Director/Executive Director with event logistics.
- Distribute communications/supplies to schools affiliated with our programs.

#### Business Management

- Support and follow all Bright Horizons policies and procedures.
- Oversee vendor relationships to research resources and to resolve issues including calling for routine service on equipment and with Program Director/Executive Director approval, organize and/or schedule repairs.

#### Maintaining Records and Systems

- Provide all necessary reports and paperwork to the Program Director/Executive Director, staff and families.
- Update all children and files including computer and paper records
- Bill families. Inform Program Director/Executive Director of family accounts receivables not paid in full weekly.

#### Administrative Support and Assistance

- Maintain location calendar including scheduling activities and make appointments.
- Type and file information as necessary.
- Maintain attendance records.
- Make regular bank deposits, process invoices, check requests and tuition refund requests, as needed.
- Drive the YWCA van route when drivers are unavailable.
- Create and facilitate activities with Program Director for All Day Care and Summer Day Camp