



**CRISIS CENTER, INC.**  
**POSITION DESCRIPTION**  
**988 Administrative Assistant**

**JOB SUMMARY**

The Administrative Assistant for the 988 Crisis lifeline Center provides essential support to the operations of the crisis lifeline. This role involves handling administrative tasks, managing office operations, and assisting with various support functions to ensure the efficient and effective operation of the 988 Crisis lifeline center.

**KEY RESPONSIBILITIES**

1. Administrative Support:
  - a. Perform general administrative duties, including answering phones, managing correspondence, and scheduling meetings.
  - b. Maintain and update records, files, and databases related to hotline operations and staff.
  - c. Prepare and process reports, memos, and other documentation as required.
2. Office Management:
  - a. Oversee daily office operations, including managing supplies, equipment, and facilities.
  - b. Ensure the office environment is organized and conducive to productive work.
3. Data Management:
  - a. Input and update data in various systems, ensuring accuracy and confidentiality.
  - b. Assist with data collection and reporting, including compiling statistics and preparing summaries.
4. Support for Staff and Programs:
  - a. Provide support to 988 lifeline staff, including coordinating training sessions, meetings, and events.
  - b. Assist with onboarding new staff members, including preparing orientation materials and scheduling initial training.
5. Client and Public Interaction:
  - a. Handle inquiries from clients, partners, and the public in a professional and empathetic manner.
  - b. Assist with communication and outreach efforts, including managing contact lists and preparing informational materials.
6. Scheduling and Coordination:
  - a. Schedule and coordinate appointments, meetings, and conference calls for management and staff.
  - b. Manage Workforce calendars and ensure timely communication of changes or updates.
7. Compliance and Confidentiality:

- a. Ensure compliance with organizational policies and procedures, including maintaining confidentiality of sensitive information.
  - b. Assist with audits and compliance reviews as needed.
8. Perform other duties and special projects as assigned by 988 Director, Assist with emergency preparedness and response activities as necessary.

## **QUALIFICATIONS**

- Education: High school diploma or equivalent required. Associate's degree or higher in Administration, Business, or related preferred.
- Experience: Minimum of 2 years of management experience in an administrative role, preferably in a crisis intervention or healthcare setting.
- Skills:
  - Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office software.
  - Strong organizational and multitasking skills.
  - Excellent verbal and written communication skills.
  - Experience with data entry and database management.
  - Ability to work independently and as part of a team.
  - Strong attention to detail and problem-solving skills.
- Other Requirements:
  - Flexibility to adapt to changing priorities and tasks.
  - Ability to handle sensitive and confidential information with discretion.

## **BENEFITS**

- This a part-time, hourly position (up to 16 hours per week)
- Opportunities for professional growth and development
- Supportive and collaborative work environment
- \$19-20/hour

## **APPLICATION PROCESS**

Interested candidates should submit a resume, cover letter, and any relevant certifications to [ddelmore@crisiscenterbham.org](mailto:ddelmore@crisiscenterbham.org).

**Crisis Center, Inc.** is an equal opportunity employer.