

Job Title: Program Assistant
Reports To: Director of Clinical and EAP Services and Office Coordinator
Employment Status: Non-Exempt

Job Summary:

Duties/Responsibilities

- Greet clients and assist them in preparing the necessary paperwork for the counselor.
- Keep a backup supply of client EAP/Counseling folders.
- Assist with filing of EAP and other Counseling folders.
- Maintains and updates client scheduling.
- EAP and Clinical Program data entry.
- Answer phones and make appointments as needed, record payments.
- Log Daily Contact sheets received, and enter all intakes.
- Assist with preparation of agency trainings and events.
- Complete attendance sheets.
- Preparation of all materials.
- Assist with maintenance of agency mailing list.
- Assist with flyer, newsletter development.
- Monitors/maintains office machines, including fax machine, copier, and printer.
- Maintains the waiting room area, and personal workspace.
- Check in and distribute incoming mail, record deposits, and stamps outgoing mail.
- Run reports/type billing forms for Finance Department.
- Do other office filing, copying, and other tasks as requested by the Office Coordinator or Director.
- Ensure satellite offices receive necessary documents, and that necessary documents are received back when needed.
- Intake services and scheduling of first appointments to appropriate counselor.
- Contributes to team effort by performing other duties as assigned by the Office Coordinator.
- Promote a positive workplace environment.

Qualifications & Preferred Skills

- High school diploma or the equivalent. May also possess a vocational certificate/diploma in Business and Office Administration.
- Understanding of confidentiality/HIPPA.
- General computer skills, experience involving contact with the public.
- Very good communication skills
- Current and valid New York State driver's license