



Job Title: Office Coordinator 1
Reports To: Regional Operations Director
Status: Non-Exempt

Job Class: Program Support
Grade: 3

POSITION SUMMARY

Supports functioning of local office by performing a broad range of clerical duties and supervision of other employees who provide office support

CORE RESPONSIBILITIES

- Provides high level administrative support to the Regional Operations Director
- Exercises independent judgment within agreed-upon limits to perform administrative and office duties.
- Remains current on all of the Center's forms, procedures and policies and ensures that the office is up to date and in compliance.
- Oversees the support functions of the office under the Regional Operations Director supervision to ensure that the process works smoothly; supports Center's goals and objectives
- Responsible for securing Center cash, supplies, and postage
- Performs complex clerical duties to further overall functioning of the local offices
- Schedules meetings, prepares agendas, and records minutes of meetings
- Handles money taken in payment of services, processes accurate records pertaining to receipts
- Composes and types routine correspondence
- Answers telephone inquiries, giving information to callers or routing calls appropriately
- Greets visitors, ascertains nature of business and conducts visitors to appropriate person
- Compiles and types statistical reports
- Monitors clients providing urinalysis samples for drug testing and performs other drug testing procedures as needed
- Completes physical inventory checks of computer equipment
- Maintains sufficient knowledge in computer operations, components, and software to identify when repair or replacement is required
- Reports detailed information to the business office to maintain effective operations
- Supports video conferencing sessions by turning on equipment, making initial connections, and assisting with re-connections as needed
- Assists clients with paperwork and telemedicine sessions
- Participates in meetings and in services
- Participates in supervision sessions
- Follows written procedures to keep the LAN running efficiently. This includes installing new workstations on the LAN, resetting LAN components (switches, workstations, servers, etc.), and providing support to users on the use of LAN resources.
- Supports the training of users on center programs including word processors, spreadsheet tools, email software, and others. Training is provided mainly as the coordinator performs the local "help desk" function providing support to inexperienced users. Problems the coordinator is unable to resolve are escalated to the business office help line.
- Performs other job duties as assigned

SUPERVISOR RESPONSIBILITIES

Oversees Office Support, UA technician, and Maintenance Staff

