



**The Family Center** envisions a future where all New Yorkers thrive in secure healthy communities. Our mission is to provide holistic care and support to individuals and families affected by life-altering events to create a path to healing, stability and a fulfilling future. Please visit our website at [www.thefamilycenter.org](http://www.thefamilycenter.org) for more information.

The Family Center is looking for an **Operations Administrative Assistant**. The Family Center's Administrative Assistants work in two teams that have both overlapping and unique responsibilities. Operations Administrative Assistants focus on administrative and general operational issues that impact all aspects of the agency (i.e. IT, Purchasing and Accounts Payable). Behavioral Health (BH) Administrative Assistants handle administrative tasks specific to the operation of the agency's Behavioral Health clinics and assist with general operational issues as needed. The Operations Administrative Assistant reports to the Operations Manager. The BH Administrative Assistant reports to the Deputy Executive Director of Behavioral Health and Support Services. **BH and Operations Administrative Assistants are expected to provide coverage for one another as needed and must be able to perform in both roles.**

#### **Administrative Assistant Responsibilities (Required of both Operations and BH Admins)**

- Greet all clients and other visitors to the building in a friendly and professional manner. Handle client check-in and registration, and respond to visitor and staff inquiries
- Answer and direct phone calls
- Operate the door entry system and monitor clients and visitors entering and exiting the building and reception areas
- Monitor reception areas and address any concerns or issues according to established protocols
- Monitor security cameras and respond to concerns/incidents according to established protocols
- Open and close the building
- Process client co-pays and metro card disbursements, and maintain records
- Assist in responding to medical and safety emergencies, which may include coordinating with managers and emergency responders, administering Narcan/First Aid, documenting incidents etc.
- Handle sensitive or confidential information with discretion and in compliance with privacy regulations
- Assist with clerical and other tasks, including data entry tasks, as needed
- Participate in all mandatory trainings and attend in-service training as required

#### **Operations Administrative Assistant Additional Duties**

- Keep the reception area, front office, kitchen and restrooms presentable, neat and fully functional
- Maintain facilities, working with the Operations Manager to coordinate vendor services
- Manage consultation room calendars

- Order, track, and process supplies, including putting away and organizing supplies
- Process weekly bills in coordination with outsourced fiscal operations staff
- Document and make bank deposits
- Handle mail, E-Fax and deliveries to staff, including trips to post office and FedEx as required
- Provide support for agency-wide meetings and events, including handling catering, setting-up equipment

#### **Behavioral Health Administrative Assistant Additional Duties**

- Translate behavioral health services provided into codes that can be reimbursed by payers
- Transmit coded client treatment information to outsourced fiscal company and other recipients
- Check client insurance coverage with insurance company and verify client eligibility for services
- Communicate with insurance companies, clients and outsourced fiscal company to assist with resolving billing issues
- Assist with clinic administrative reviews and audits
- Attend weekly Behavioral Health department team meetings
- Book, coordinate, and prepare rooms for consultations and meetings, and maintain provider calendars

#### **Required Qualifications**

- Associate's Degree *or* High School Diploma plus 2 years of experience working in an office or customer service environment
- Excellent customer service skills
- Excellent communication skills (both written and verbal)
- Superb attention to detail and the ability to catch and fix errors
- Excellent judgment and problem-solving skills
- Excellent organizational skills
- Solid computer skills, especially Excel
- Self-starter
- This position will require the applicant to stoop, kneel, bend and lift up to 25 pounds. The applicant must also be able to conduct daily building walkthroughs that require walking up and down multiple flights of stairs

#### **Desired Qualifications**

- Experience managing reception areas with children and families

**Location:** This position is fully on-site. Our office is located at 493 Nostrand Avenue, Brooklyn, NY, which is conveniently located steps away from several public transportation options.

**Starting Pay Range:** \$40,000.00-\$45,000.00 per year

**Schedule:** Full-time, non-exempt, 35 hours per week. This position requires scheduling flexibility, including working evenings and Saturdays as needed. The schedule range is anytime between 8:00am-7:00pm.

**Employee Benefits:** The Family Center offers a highly competitive benefits package, which includes medical, dental and vision insurance, Long-Term Disability insurance, a 403(b) retirement plan, a Flexible Spending Account (FSA), Life Insurance, commuter benefits, a tuition reimbursement program, paid federal holidays, early leave days throughout the year, a generous vacation policy, and extensive professional training and development opportunities.

The Family Center is a registered 501(c)(3) nonprofit, and is an eligible employer for the Public Service Loan Forgiveness Program.

### **How to Apply**

Please email your resume and cover letter to [jobs@thefamilycenter.org](mailto:jobs@thefamilycenter.org) and put "Operations Administrative Assistant" in the subject line. In your cover letter, please include your salary requirements.

### **Equal Opportunity**

The Family Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.