Administrative Assistant Job Description

Classification: Non-Exempt

Salary Grade/Level/Family/Range: Program Professional

Reports to: Casework Supervisor

Date of Last Review: July 2025

HELP OTHERS, MAKE A DIFFERENCE, SAVE A LIFE.

It Is Well's mission statement is "*We are called to provide a line of defense for our collective children. This is achieved through fortifying both children and families impacted by abuse and neglect. We build resourcefulness, resiliency, and supportive relationships through innovative, case management and clinical services so that every child has a chance at a brighter future.*

Do you see yourself as a part of this life-changing work? If so, we are currently seeking a qualified and motivated professional for the following position: **Administrative Assistant.**

Summary/Objective

Administrative Assistant provides daily response to all phone calls directed to the Executive Director, Casework Supervisor, and Caseworker including providing messages/ intake appointments, and other related phone calls. Maintain schedule for all staff and intake appointments with scheduling ability in order to ensure productivity standards are met. Assist staff to meet set productivity standards within compliance of IIWFCI policy and procedures. An essential job function is a reliable, predictable 40 hour per week job, on site, with regular attendance.

This position requires utilizing a personal dependable vehicle to conduct office business. Maintaining a dependable vehicle and certified driver status is a condition of employment.

REQUIREMENTS

Education/Knowledge: High School diploma or equivalent degree or experience in the area of reception, administrative duties, scheduling responsibilities.

Experience: Previous experience working face to face with individuals in an office/clinic setting.

Applicants should possess the ability to relate to individuals and families of varied ethnic and cultural backgrounds, ages, educational levels, and economic circumstances with respect and dignity. Excellent verbal, written, and computer skills are necessary in order to work effectively and collaboratively with clients, collaborating agencies, and community professionals, as well as maintaining proper documentation.

Physical: Hearing of normal and soft tones as well as close eye work. Valid driver's license. Lifting up to 50 lbs. Must have mental ability to exercise sound judgment under pressure. Frequent sitting, standing, walking, bending, stooping, and reaching. To ensure the safety of the clients and staff, this position requires certification in and adequate implementation of verbal and physical de-escalation techniques (*Handle with Care*) that include a wide range of bodily movements including but not limited to grasping, holding another person, going down on knees, running, and walking.

COMPENSATION:

Pay rate for this position will be determined based on relevant experience and education.

AAP/EEO Statement

It Is Well is an Equal Opportunity Employer.

This job description is not intended to be all-inclusive; and employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. This agency reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities. This job description does not constitute a written or implied contract of employment.

This job description has been approved by the President of the board:

President: _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, duties of the position and that this job description has been reviewed with the employee's supervisor.

Employee: _____ Date: _____