

***Bilingual (Spanish)
Administrative Assistant
Position Description***

RISE is an emerging leader in coordinated care, crisis respite, and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Bilingual Administrative Assistant serves as part of the team responsible for the reception area, performs clerical duties for the organization and assists the leadership team with various projects. Located at our Fordem Ave. office, this position plays the vital role of being the first point of contact for visitors and outside callers and it is the main administrative support staff for Spanish speaking participants.

As with all positions at our agency, it is the duty of the individual to fully support the mission, vision, values, and diversity statement of the agency. The individual must work in a coordinated manner with other employees and community partners to provide culturally relevant, equitable, and inclusive care while demonstrating professional and personal confidence in the service delivery model taken by the agency.

Position Responsibilities:

Reception

1. Greet guests and notify appropriate staff of their arrival or direct them to the appropriate conference room.
2. Answer phones expeditiously and serve as the first point of contact connecting callers with the appropriate staff member/program or community resource.
3. Answer Spanish phone line expeditiously and serve as the first point of contact connecting callers with the appropriate staff member/program or community resource.
4. Research information for callers that require multiple resources and provide a listing of their needs including resources in Spanish.
5. Check main line and Spanish line voicemail messages.
6. Act as first point of contact for in-kind and financial donations.

General Office Area

1. Open reception area each morning.
2. Keep the desk, reception area, brochure area, conference rooms, and mail/copier room clean, organized and stocked.
3. Maintain staff mailboxes based on current agency staffing.
4. Process and post all outgoing mail including scheduling pickup of outgoing packages.

5. Receive, sort and distribute incoming mail and packages.
6. Maintain ample inventory office supplies for mail/copier room submitting orders as necessary.
7. Assist staff with general questions related to copiers/printers.
8. Act as a liaison for copy machine company and notify them of required maintenance and additional supplies.
9. Water plants as assigned.

Staff/Program Assistance

1. Monitor general admin email accounts and assist staff with various requests or distribute emails/faxes as needed.
2. Create copies of intake materials for RISE programs.
3. Assist with various new hire items.
4. Monitor conference/zoom room calendars and assist staff with scheduling/posting conference room meetings or virtual meetings.
5. Assist staff with managing e-signatures of program-related documents and provide training if needed.
6. Update database for all RISE participants and can closed files into agency system.
7. Enter program-related assessments, evaluations, and tracking forms (such as CBCLs and MI (Motivational Interviewing)) in applicable software, database, or spreadsheet.
8. Work with the Fund Development on agency mailings such as annual appeal letters.
9. Work with Fund Development in generating letters for sponsorship and donation requests. Once received, create and send acknowledgments for sponsorships and donations.

Agency

1. Engage in ongoing examination of and engagement with one's own biases and continued work toward cultural humility.
2. Work with everyone embracing different perspectives and life experiences beyond one's own experience and perspective.
3. Attend and actively participate in program meetings and agency meetings.
4. Record and prepare minutes of agency staff meetings.
5. Attend trainings as requested by Supervisor.
6. Follow RISE's confidentiality guidelines to ensure program participant privacy.
7. Follow RISE's policies and procedures as cited in the Employee Handbook.
8. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
9. Any and all additional tasks as assigned.

Required Qualifications:

- High school diploma or equivalency
- Minimum 1 year experience as receptionist or administrative assistant or in a customer service role
- Bilingual in Spanish (in addition to English) as determined by ALTA test and within RISE'S acceptable range

- Proficient computer skills, specifically in current versions of Microsoft Office Suite; and willingness to learn new skills as needed or required
- Demonstrated written and verbal communication skills
- Proven commitment to providing excellent customer service
- Demonstrated initiative and flexibility
- Ability to remain calm and professional in stressful situations
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team
- Ability to think critically and be innovative, i.e. improve upon projects beyond original scope or concept.

Preferred Qualifications:

- Multilingual (in addition to Spanish and English) as determined by ALTA test and within RISE'S acceptable range
- Experience working in a non-profit or in a human service-related organization

HIPAA Regulations:

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Accountability:

The Administrative Assistant is accountable to the Director of Diversity, Equity & Inclusion.

Employment Status: Regular, full-time.

FLSA Status: Non-exempt.

Physical Demands:

While performing this job, the employee must sit at a desk and computer for extended periods of time, is occasionally required to stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crawl and/or crouch. May be requested to lift materials of up to 35 lbs. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. Communicate effectively via verbal, audible and written means.

Work Conditions/ Hours:

Heated and air conditioned open office/office environment. The noise level is typically low to moderate. Travel will be required occasionally. The employee may be requested to drive self and

others via vehicle. Regular schedule is Monday through Friday 8 a.m.–4:30p.m. There is some scheduling flexibility.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

RISE is an Affirmative Action/Equal Opportunity employer. RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.

I acknowledge that I have read, understood, and received a copy of the position description. I accept this position with RISE.

Signatures:

Employee signature and date

Printed Name

I have provided this position description to the employee and answered any related questions.

Supervisor signature and date

Printed Name