

## **MHANJ- Call Center Administrative Assistant**

Reports to the Director, Call Center Services for the Mental Health Agency in New Jersey, Inc., providing peer delivered supports, services, and programs.

### **Position Summary**

The Administrative Assistant provides executive support to the Director of Call Center Services and is a trusted partner responsible for providing strategic, operational, and administrative support to optimize the effectiveness of the leadership team. The role also requires developing a thorough understanding of the agency and its priorities, operations, structure, and culture. Skills in project management, sound judgment, initiative, diplomacy, and discretion are vital to this role in working with internal and external stakeholders. Reporting to the Director, Call Center Services, the Administrative Assistant will typically carry out assigned duties with independence and significant autonomy.

### **Principal Duties and Responsibilities**

#### **General Administrative Support:**

- Perform administrative, clerical, and executive support services to ensure organizational sustainability.
- Responsible for calendaring internal and external meetings and preparing meeting materials.
- Plan and coordinate meetings, seminars, and staff events.
- Collaborate with the Director, Call Center Services to devise and implement administrative and operational improvements.
- Any other responsibilities given by supervisor and/or administrative staff.

### **Required Experience and Education**

- Leadership, Passion, and Teamwork:
  - Commitment to the agency's core values.
  - Proven passion for serving disenfranchised populations
  - Excited about leading in a rapidly changing environment with people dedicated to customer dignity.
- **Skills and Expertise:**
  - Demonstrated knowledge of modern office practices, procedures, and equipment.
  - Advanced proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Teams, etc.).
  - Proficient in Social Media Marketing/Management
  - Experience as an office administrator/administrative assistant, office assistant or relevant role

### **Education and Expertise:**

- Associate degree/Peer training and/or credentialing preferred.

- Experience in mental health/substance use/peer support.
- Strong grammatical skills and ability to prove documentation required.
- High level of technology literacy and a willingness to learn new applications with a short learning curve. Technology platforms include Proficiency in Microsoft Word, Excel, Survey Monkey, Zoom, Microsoft Teams, Canva, and Constant Contact (or similar) - Required
- Outstanding communication and interpersonal abilities
- Strong Attention to Detail
- Ability to work independently & collaboratively.
- Exceptional Customer Service Skills
- Excellent Time Management Skills
- Strong Prioritization and Organization Skills
- Ability to Handle Confidential Information
- Strong Record Keeping Skills; to include scribing and meeting notes.
- Clean and Valid Driver's License

This is a full-time position located in Springfield, NJ.

Approximately 35 hours per week; \$22-25 per hour; based on experience.

Job Type: Full-time

Benefits:

- Health insurance
- Paid time off
- Paid Holidays
- Summer Hours

Schedule:

- Day shift
- Monday to Friday

Ability to commute/relocate:

- Springfield, NJ: Reliably commute or planning to relocate before starting work (Required)

Experience:

- Non-Profit/Mental Health: 3 years (Required)
- Administrative Assistant: 3 years (Required)

Work Location: Hybrid/Remote

*EEO Statement:*

*MHANJ is an Equal Opportunity Employer. We embrace and encourage differences in age, color, disability, ethnicity, gender identity or expression, national origin, physical and mental ability, race, religion, sexual orientation, veteran status, and other characteristics that make our employees unique. We encourage and welcome diverse candidates to apply for any position you are qualified for to bring your unique perspective to our agency.*