



Job Title: Administrative Assistant, - Pittsburgh Office

Job Summary: Performs clerical duties including answering telephone and greeting clients, contracted professionals and visitors in a friendly and professional manner. Takes messages and acts as receptionist. Sets up and maintains files. Receipts payments for services and retail sales and uses computer skills to enter and maintain data. Prepares correspondence and develops other routine documents. Assists President & CEO and may coordinate activities relative to programs. Must be able to communicate clearly in both written and verbal form as well as perform tasks in Microsoft Office.

Job Relationships: Reports to President & CEO

Responsibilities:

- Opens and closes front office, answers telephone and TTY, greets clients, contracted professionals and agency visitors. Interacts with staff and transfers calls and messages to the appropriate staff.
- Distributes incoming mail and internal correspondence. Proficient use of copier, scanner, fax and email.
- Receipts all payments, processes daily credit card transactions and reconciles daily credit card settlement. Matches all payment documentation, receipts and check copies and prepares Daily Cash Report in a timely and accurate manner. Responsible for entering Accounts Receivable receipts into QuickBooks.
- Handles petty cash and sales transactions of hearing aid batteries, sign language books and other sales as required.
- Performs clerical, filing and computer related tasks as assigned.
- Provides secretarial/clerical support for President & CEO including agency contract administration.
- Maintains the reception area and administrative area, including files and cabinets in a professional and organized manner.
- Performs related tasks as required.

Qualifications:

- High school graduate with a minimum of two (2) years of experience in a receptionist/clerical position, or educational, work experience equivalent.
- Basic bookkeeping aptitude and basic mathematical knowledge.
- Microsoft Office and computer skills, including Word and Excel with typing and data entry skills.
- Ability to handle a variety of tasks accurately and efficiently.
- Fundamental skills in American Sign Language required; fluency desirable.
- Ability to interact professionally with the public and with co-workers.

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Employee Signature

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Date