



Job Title: Administrative Assistant

Supervisor: Office Manager

FLSA: Non-exempt, Part-time

Location: South Bend

To apply: To apply for this position, please send a letter of interest that includes any relevant experience to Human Resources via email at cs@hrpartnershipsinc.com or via fax at (317) 663-0876. Please call if you have questions, issues or concerns: (877) 257-5479.

Position Description:

Job Summary: Responsible for assisting the management team through receptionist duties, technological support, customer services, inventory management, and reporting and recording.

Job Details: This position is a part-time commitment (about 20 hours per week)

Key Areas of Accountability-

- **Receptionist Duties:** Responsible for answering the telephone/switchboard and appropriately responding to customer service calls; for appropriately responding to emails from customers and other individuals; for greeting and directing walk-in customers and other members of the public; for operating office equipment appropriately and as specified, including computers, copiers, printers, fax machines, postage meter, and telephone; for understanding and implementing office procedures relating to opening and distributing mail, processing contributions, and sending mail.
- **Technological Support:** Responsible for forwarding technical support requests to company personnel including issues with phones and computers; for assisting in the maintaining the database including data reports and staff training; for assisting in the management of the company website and social media platforms.
- **Customer Services:** In the event of customer contact, responsible for listening to the individual to understand the reason for contact and how to best refer or direct the individual to staff and/or other agency resources; for being prepared to respond to various caller needs, includes being prepared to direct the caller to other resources outside the agency, to appropriately meet caller needs.
- **Reporting and Recording:** Responsible for assisting in recording and reporting information for inventory tracking of training materials and Parent Support Volunteer activity; and for reporting and recording information as necessary.

Minimum Qualifications: Must have at least 2 years of experience in a similar clerical role. Must also have high proficiency with computers, typing and office software. Requires excellent customer service skills.

EEO Statement: It is the policy of IN*SOURCE to provide equal employment opportunity (EEO) to all persons regardless of race, creed, color, religion, sex, national origin, veteran status, ancestry, age, genetic information, physical or mental disability, or any other characteristic protected by law. In addition, IN*SOURCE will provide reasonable accommodations for qualified individuals with disabilities.