



Administrative Assistant

Position: Administrative Assistant

Reports To: President & Executive Director

Shift: Full-time, Occasional evenings/weekends for special events or emergencies.

Type: Full-Time

Summary

The Administrative Assistant provides day-to-day administrative, clerical, and organizational support to Resilience Residential Services (RSS). This role is critical in ensuring smooth operations across all homes and programs, maintaining accurate records, assisting with communication, and supporting leadership, staff, and clients with professionalism and confidentiality.

Key Duties

- **Office Administration**
 - Answer phones, respond to emails, and greet visitors in a professional manner.
 - Maintain office supplies, filing systems (digital and paper), and organization of records.
 - Schedule meetings, staff trainings, and appointments for leadership and program staff.
 - Assist with preparation of reports, forms, and program documentation.
- **Resident & Program Support**
 - Assist with intake paperwork, enrollment files, and resident documentation.
 - Maintain confidentiality of all resident and staff information per HIPAA guidelines.
 - Support communication between homes, families, staff, and community partners.
- **Financial & Compliance Assistance**

- Track invoices, receipts, and petty cash expenses for submission to the Business Manager/HR.
 - Help with data entry related to compliance, licensing, and reporting requirements.
 - Assist in organizing staff schedules, timesheets, and attendance records.
- **Communication & Coordination**
 - Draft and distribute letters, memos, newsletters, and program announcements.
 - Coordinate transportation requests, activity schedules, and program calendars.
 - Serve as liaison for vendors, service providers, and contractors.

Qualifications

- High school diploma or equivalent
- 2+ years of experience in administrative or office support role (nonprofit or residential care experience preferred).
- Strong organizational and multitasking skills.
- Excellent written and verbal communication abilities.
- Proficient with Microsoft Office Suite (Word, Excel, Outlook) and basic database systems.
- Ability to maintain confidentiality and demonstrate professionalism.
- Compassionate, patient, and supportive attitude toward youth and families.

Work Environment

Residential group home setting with active youth. Requires patience, flexibility, and commitment to structured routines. Must be available for assigned shifts, including evenings, weekends, and holidays.