



### Quality Assurance Assistant.

#### **MINIMUM QUALIFICATIONS:**

1. Must be able to produce a high school diploma or GED.
2. Must be able to display a professional and personable demeanor during public interactions.
3. Must be able to display attention to detail and organization on a consistent basis.
4. Minimum of one year clerical or receptionist experience preferred.
5. Must be able to type 45 wpm.

#### **Physical Requirements:**

1. Lifting up to 50 pounds.
2. Frequent bending, twisting, standing, climbing, and kneeling
3. Frequent typing

#### **POSITION RESPONSIBILITIES:**

1. Screening and greeting guests and employees that ring the doorbell for the office and Day Services.
2. Answering phones and transferring to appropriate person and/or screening calls to ensure sales and bill collectors are not routed to employees.
3. Notifying the appropriate staff of guests and phone calls.
4. Training and attendance input into database.
5. Monitoring e-fax email several times each business day (Nursing, HR, and general), printing and distributing faxes.
6. Purchasing and ordering office supplies, household items, and various products for the main office and group homes. Complying with purchasing policy and procedure.
7. General cleaning (dusting, arranging room, stocking) lobby, work room and assembly rooms.
8. Completing the daily checklist for opening and closing.
9. Setting up coffee and water for daily use in all 3 areas of the building.
10. Inventorying and order items for use in the office – this includes office supplies and water & coffee supplies.
11. Assist with projects, typing, filing, mailings and communication for Executive Director and other Directors.
12. Opening & distributing mail, including logging checks and donations daily.
13. Meter mail and maintain postage meter, including documentation of postage allocations to the proper department.
14. Sign for certified mail and packages, distributing as necessary.

15. Provide professional and courteous customer service to visitors, guests, employees, and the public.
16. Assist Executive Director with Board of Directors tracking/communication.
17. Submit to the appropriate party (Rose-Mary maintenance or Facilities maintenance) maintenance requests – track and monitor for completion and follow-up when necessary.
18. Organize meeting room and assembly room bookings. Print weekly calendar and post.
19. Coordinate and organize meetings as directed and assist with ordering and setting up catering.
20. Maintain confidentiality of organizational and clientele information.