



Criminal Justice Ministry Position Description

Job Title: Administrative Assistant
Work Site: 2342 LaSalle Street
Classification: Full-time, hourly non-exempt
Reports to: Executive Director
Direct Reports: NA

SUMMARY

The Administrative Assistant (AA) supports the mission by managing administrative tasks in an efficient manner, providing excellent customer service to clients and visitors, and accurate data entry. The AA, in conjunction with volunteers, will be the face and voice of CJM greeting guests and answering incoming calls. The AA will have recurring tasks but will also handle novel assignments as part of supporting smooth operations of the entire organization. Common activities will include responding to inquiries, typing, printing and mailing correspondence, scanning documents, preparing invoices and check requests, data entry, and maintaining paper and electronic records.

PRIMARY RESPONSIBILITIES

- When no Volunteer Receptionists are present, responsible for reception duties including greeting and directing visitors, and answering the main phone line
- Monitor the info@cjm email account. Forward or respond to messages according to guidance from the Executive Director.
- Support the upkeep and distribution of the Start Here Resource Directory.
- Copy or scan materials as requested and save files to appropriate location
- Monitor office supplies (paper, envelopes, kitchen and bathroom supplies) and place orders when needed.
- Receive incoming mail, packages, and in-kind contributions. Process these with the Business Manager.
- Prepare letters for signature, maintain copies for files, and post letters.
- Assist with maintaining mailing lists, running mail merges, and creating mailing labels.
- Maintain accurate electronic and paper records as directed.
- Assist with scheduling meeting rooms.
- Complete data entry in various formats, including Excel, Yardi Breeze, NEON and Apricot, and create reports as requested.
- Support NPO Properties by responding to tenant inquiries, monitoring the maintenance line, and assisting with scheduling services.
- Review rent payment records and assist with correspondence to tenants.
- Prepare check requests, including properly coding expenses.
- Other tasks as required to support smooth administrative operations.

KNOWLEDGE & EXPERIENCE WORK REQUIREMENTS

- Two years' experience in an administrative, customer service, or office role
- Proficient with Microsoft Office applications such as Word, Excel, and Outlook; experienced with databases and using web-based applications
- Detail oriented and organized



SKILL & ATTITUDE REQUIREMENTS

- Punctual, reliable in work habits
- Positive, flexible, professional and customer service-oriented attitude
- Seeks out opportunities to be productive and solve problems
- Ability to follow direction
- Understands and practices professional standards of privacy and confidentiality
- Able to multi-task, to prioritize multiple tasks and meet deadlines
- Sensitive to cultural diversity

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

This is a professional position based in the offices of CJM.

- This position requires frequent, direct contact with guests, vendors, staff, clients, Board, volunteers, callers/visitors, and outside agencies
- Position based in office environment, with some work in the community
- Some weekend or evening work may be required
- Frequent use of a computer, phone, and office equipment required to perform the essential duties of the position
- Frequent lifting of various office supplies and donations, opening office door for visitors

Full-time employees are eligible for a competitive benefits package that includes medical, dental, vision and paid time off.

CJM does not discriminate in hiring and is an equal opportunity employer. This position is hired at-will.