



Program	Administration
Location	Fargo, ND
Job Title	Administrative Assistant/ Call Specialist
Reports to	FirstLink Executive Director

Level/Grade	Type of position: <input checked="" type="checkbox"/> Full-time Part-time Contractor Intern	Hours 40 HOURS PER WEEK <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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**GENERAL DESCRIPTION**

The Administrative Assistant will provide program support for all of FirstLink programs, especially management support. This position will comply with program policies, national standards, and maintenance of appropriate records. This position will answer FirstLink's 24-hour Helpline, Crisis Line and Suicide Line providing crisis intervention, listening and support, and information and referral services, and have an on-call rotation.

**WORK EXPERIENCE REQUIREMENTS**

- Two or more years of experience in customer service and office assistance
- Experience in crisis intervention or call centers

**EDUCATION REQUIREMENTS**

- High School Degree (Prefer Associates Degree)

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	

## Essential Job Functions

- Answer FirstLink's administrative phone and direct service to callers reaching FirstLink through the 2-1-1 Helpline, Crisis Lines, National Suicide Prevention Lifeline, and referrals.
- Assist with fundraising and special events
- Schedule meetings with agencies, and other duties as assigned
- Promote FirstLink
  - Assist with marketing material for FirstLink such as press releases, brochures, websites, etc...
  - Assist with the coordination and marketing of FirstLink sponsored trainings and events
  - Assist with social media
- Build FirstLink's capacity by recruiting, scheduling, and recognizing FirstLink volunteers
  - Be one of FirstLink's connections to volunteers during disasters
  - Coordinate volunteers for all necessary FirstLink events
- Assist as needed before, during and following local disasters
- Support FirstLink's general services
  - Attend trainings as required
  - Attend all staff and committee meetings relevant to position
  - In charge of taking detailed minutes and distribute in a timely manner
  - Provide support for Management as needed
  - Purchase and organize supplies, as needed
  - Organize all FirstLink Staff paperwork (e.g., new hire work)
  - Trouble shoot technology problems, work with providers as needed
  - Collect and distribute mail
- Perform all other duties as assigned

## Requirements

- Maintain a professional attitude and working environment
- Demonstrated expertise in customer service and crisis intervention
- Strong organizational skills
- Practical computer experience including Office 365, Excel, PowerPoint, Microsoft Word, Microsoft Outlook
- Ability to trouble shoot technology issues with copier, fax, computers, postage machine
- Abide by FirstLink's policy of strict confidentiality
- Comply with all State, Federal, and Organizational policies and regulations
- Ability to work evening, overnight and weekend hours, as necessary (During times of disaster, will work extra as needed)
- Manage volunteers/ interns in their program area of expertise.
- Helping and organizing special events and with fundraising
- Experience in public speaking and presenting.