



**Position Title:** Senior Administrative Assistant  
**Exempt/Non-Exempt:** FT Exempt  
**Title this Position Reports to:** Director of Operations

**Job Summary:**

The Senior Administrative Assistant will work in coordination with the Director of Operations to facilitate day to day operations at the Dee Norton Child Advocacy Center's East Cooper location. The Senior Administrative Assistant will also assist with client records management, donor records, and other administrative tasks to support the Leadership Team of the Dee Norton Child Advocacy Center.

**Job Details:**

**Facilities Support**

- Complete regular inventory and ordering of all supplies for East Cooper location.
- Manage the physical location/plant, including handling or arranging for building upkeep and maintenance.
- Maintain an up-to-date facilities duty schedule and send out weekly reminders.
- Provide initial training to new employees at East Cooper on phones and AV equipment.
- Maintain organization of on-site storage.

**Client Records Management**

- Ensure that client records support clinical services and are maintained in a manner consistent with state and federal requirements regarding privacy and confidentiality.
- Maintain familiarity with and follow all standards and requirements related to HIPPA and confidentiality of client records.
- Review for completion and file closed clinical cases, maintaining inventory of closed charts.
- Coordinate with Director of Operations and Operations & Records Manager to respond to requests for records, including subpoenas, from agencies and other involved parties.
- Develop and maintain appropriate storage and distribution methods for records including print, audiovisual and electronic.

**Donor Records**

- Data entry and maintenance of donor database, processing and managing correspondence pertaining to donations using Raisers Edge (RE) donor management software.
- Maintain accuracy of database of donors and prospects using Raiser's Edge.
- Process online donations through Raiser's Edge.
- Generate reports and queries as necessary to assist the Director of Development & Communication.

**Administrative & Finance Support**

- Schedule meetings and provide other administrative support for Executive Director and Director of Operations
- Maintain calendars for meeting rooms across sites.
- Process incoming mail.
- Prepare and manage weekly check deposits.
- Provide back-up support for Child Advocate/Receptionist.
- Track travel requests in coordination with Department Directors.

**Other Responsibilities**

- Adhere to Dee Norton's vision, mission and core values.

- Attend appropriate training workshops and conferences.
- Ensure direct supervisor and/or the Executive Director is knowledgeable about any issues that impact the safety, functioning and management of Dee Norton.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by the Executive Director and/or Leadership Team.
- Abide by the federal and state confidentiality and privacy requirements, as well as all Dee Norton Policies and Procedures.
- Abide by and meet all grant requirements and objectives.
- Participate in a minimum of four public awareness programs and/or fundraising events annually on behalf of Dee Norton.

**Requirements:**

**Background Experiences**

- Bachelor's degree required.
- At least two years' experience performing data entry
- Other combinations of experience and education that meet the minimum requirements may be substituted

**Knowledge, Skills and Abilities (KSAs)**

- Exceptional attention to detail and commitment to accuracy.
- Ability to professionally handle highly confidential information.
- Excellent written and verbal communication skills.
- Computer proficiency in Word, Excel, and Outlook required.
- Experience in Raiser's Edge and Raiser's Edge NXT or other data management system a plus.
- Ability to manage multiple responsibilities with changing priorities and meet deadlines.
- Ability to work well in multicultural teams and with diverse constituencies.

**Competency Profile/Core Values Alignment**

- Ability to take initiative and manage multiple responsibilities with changing priorities and meet deadlines.
- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Demonstrated ability to establish and promote positive professional relationships, and actively contribute to creating a highly cooperative work environment.
- Desire to continually improve, seek learning opportunities and increase individual and organizational capacity.

**Physical Requirements:**

In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 15 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

**Employee Conduct:**

It is the responsibility of every employee at Dee Norton to contribute to a positive work environment through: teamwork, positive, honest and effective communication, and professional interactions with co-workers, volunteers, clients and community partners.