



**HUMBLE AREA ASSISTANCE MINISTRIES**

**Job Description**

**Job Title:** Agency Administrative Assistant  
**Department:** All Programs at HAAM  
**Reports To:** Program Director  
**Employment Status:** Temporary Full Time

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**QUALIFICATIONS**

**Education** High School Diploma or GED  
**Certifications** None required, but additional training as an administrative assistant and/or customer service certification will be a plus.  
**Technical Knowledge** Basic Phone and Computer Skills

**JOB SPECIFICATIONS**

**Skills**

- Fluent in written and oral English and Spanish with excellent communication skills.
- Excellent customer service and computer skills.
- Emotionally mature adult who is capable of demonstrating consistent professionalism in all aspects while performing all job duties.
- Ability to relate to clients from different cultures, different levels of communication, language and socioeconomic status.
- Ability to use standard office equipment, computer, phone, copier, fax machine.
- Ability to master concepts quickly, perform a variety of concurrent assignments.
- Ability to complete work accurately, on time, in a fast paced environment.
- Ability to demonstrate good common sense and sound judgment.
- Ability to work successfully as a member of a team and independently.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Primary point person for responding to any inquiries related to Agency, including but not limited to, HAAM Program and Services.
2. Point person to answer HAAM phone calls. Expectation to respond live to 99% of calls.
3. Demonstrate proper telephone courtesy, exhibit a pleasant demeanor on the phone and in face-to-face communications.
4. Schedule/confirm client's appointments for HAAM programs.
5. Provide support with translation (English/Spanish).
6. Conduct screening/intake and assessment of needs for HAAM Program.
7. Document all services in HAAM database system, Apricot, and as appropriate in other database systems.
8. Plan/prioritize work ensuring efficient use of time, get assignments completed timely/accurately and meet standards for quality and quantity of work.
9. Maintain good attendance, punctuality, conscientious about time away from work area.
10. Use supervision and utilize time to discuss any concerns and/or new ideas.
11. Provide services in a caring and respectful manner in accordance with HAAM mission/policy/procedures.
12. Demonstrate a positive and mature approach to work and job performance.
13. Utilize constructive criticism for self-improvement and conduct self in a manner that complies with Agency policy and professional ethics.
14. As appropriate and as requested by Program Director perform office tasks, including but not limited to maintaining up to date office policies and procedures.
15. All other duties assigned.

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Signature

Date