

STARRY, INC.
Position Description
ADMINISTRATIVE ASSISTANT (FULL-TIME)

POSITION ASSIGNMENT

Position Title: Administrative Assistant
Company: STARRY
Status: Non-Exempt, Full-Time
Reports to: Team Supervisor

STARRY Vision: We envision a Texas where every child has a healthy, forever family.

STARRY Mission: We nurture children, strengthen families, and restore hope through counseling, fatherhood, foster care and family preservation services.

STARRY Core Values

S Service	World-class service is our passion.
T Together	We are stronger together.
A Access	Everyone is welcome here.
R Responsibility	Shared ownership produces successful outcomes
R Relationships	Healing happens when people feel safe, secure and loved.
Y You	Our clients, community, stakeholders and staff are our priority

POSITION SUMMARY

The Administrative Assistant ensures that STARRY clients have high quality services by answering incoming calls for services. This role will be essential in confirming client eligibility and fit for services by completing Initial Intake appointments and assigning the clients to providers. This role also ensures adherence to ethical codes and best practice in the field. This role reports to and interacts with STARRY staff, Team Supervisors and Directors. Additionally, this position must understand and support the greater mission of STARRY.

KEY RESPONSIBILITIES

SKILL BASED COMPETENCIES

- Answer incoming calls or STARRY services daily
- Complete intake calls for all STARRY offices
- Greet and clearly communicate STARRY services to clients in person or on the phone
- Manage office lobby by checking in clients and notifying providers when clients arrive
- Maintain nightly closure checklists and update when needed
- Maintain and organize office supplies
- Compose and create reports, narratives, letters, memos and other material as needed
- Assist office with in-person events as needed
- Other duties as assigned by supervisor

QUALIFICATIONS

- Education: High School Diploma or GED required
- Experience working in administrative office setting preferred
- Excellent interpersonal skills with the ability to collaborate and network effectively
- Very strong attention to detail
- Able to organize, file, and retrieve information
- Must be computer literate with ability to maintain records accurately
- Strong skills in Excel and ability to learn and utilize Electronic Health Records programs
- Must have confident and friendly demeanor- capable of effectively working with staff and clients
- Must be self-motivated with good organizational and time management skills
- Strong commitment to the mission and vision of STARRY
- Strong client care capabilities, and ethical documentation and practice.
- Approved criminal background report. Able to satisfy all applicable requirements and DFPS standard requirements

PHYSICAL REQUIREMENTS

- Normal office work

WORKS COOPERATIVELY WITH:

(1) Client Services Specialists; (2) Team Supervisors; (3) Program Staff

ACCOUNTABILITIES

- Reports to Team Supervisor

I understand that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this position. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. I have reviewed the job description for the position of Client Services Intake Specialist for STARRY and can perform the essential functions required. I have received a copy for my records.

Received by: _____

Signature

Date

Print Name