



JOIN OUR TEAM!

FRONT DESK ASSISTANT

This Administrative Assistant will be responsible for a variety of tasks that ensure the smooth operation of Marshmallow's HOPE. This role involves scheduling client sessions, managing billing, maintaining office cleanliness, supporting various administrative functions, and rotating to attend outreach events. The Administrative Assistant will also play a key role in promoting our mission by regularly posting on social media.

This position will need the availability of working both days and evening shifts that will consist of Monday-Thursday 8:00 am-4:30 pm and 11:00 am-8:00 pm with Fridays from 9:00 am-4:00 pm.

Key Responsibilities:

- **Scheduling:** Coordinate and manage appointments for clients, therapists, mentors, and peer support specialists, ensuring smooth communication and efficient scheduling.
- **Billing:** Assist with billing and invoicing tasks, including tracking payments, processing transactions, and addressing billing inquiries.
- **Office Maintenance:** Maintain a clean and organized office environment by performing
- daily cleaning tasks, including restrooms, trash removal, washing the dishes, wiping counters, sweeping, mopping and other general upkeep.
- **Administrative Duties:** Perform various administrative tasks such as answering phones, responding to emails, managing office supplies, and assisting with data entry and record keeping. This includes communicating to the appropriate employees when items need to be reordered and restocked and will include a quarterly and yearly inventory of office supplies.
- **Monthly newsletter:** co-create monthly newsletter to update our clients and constituents about our mission, goals, and successes.
- **Outreach Events:** Rotate with other staff members to attend outreach events, representing Marshmallow's HOPE, engaging with the community, and providing information about our services.
- **Communication:** Serve as a point of contact for clients, staff, and partners, providing information and directing inquiries to the appropriate person.
- **Confidentiality:** Handle sensitive information with the utmost confidentiality and professionalism.
- **Other:** Perform other duties as assigned.

Qualifications:

- High school diploma or equivalent; additional education or training in administration, office management, or related fields is preferred.
- Previous experience in an administrative role, preferably in a healthcare or nonprofit setting.
- Strong organizational and time-management skills, with the ability to prioritize tasks and meet deadlines.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with scheduling and billing software.
- Excellent communication skills, both written and verbal
- Experience with social media management and content creation is a plus.
- Ability to work independently and as part of a team, with a proactive and problem-solving approach.
- Commitment to maintaining a clean and welcoming office environment.
- Understanding of and commitment to Marshmallow's HOPE's mission and values.

Additional Requirements:

- The position may require evening or weekend hours, depending on the needs of the organization and events.
- Some duties may require light lifting and physical activity.
- The role will work primarily in the office at Marshmallow's HOPE-Belleville location and rotate to attend outreach events.

Pay in Range: \$18 - \$20/hour

Send your resume to:

✉ heather@marshmallowshope.org

Benefits:

- Comprehensive medical, dental, and vision insurance coverage for employees.
- Generous paid time off (PTO) package, including vacation, sick leave, and holidays, to support work-life balance and self-care initiatives.