

Chatham University

Job Description

Job Title: Administrative Assistant: Counseling Services (Full-time position)

Position Reports to: Director of Counseling Center

Position Summary: Supports the function of the Counseling Center offices by performing clerical and general office duties of a highly responsible and confidential nature.

Qualifications:

Associate Degree with at least two years of experience working at a mental health agency (preferably in a college mental health center) or general health center. Experience working with traditional college-aged and graduate students and helping staff and faculty are a must. In addition, the individual should demonstrate ability to work successfully with a diverse population, and with counseling trainees. The administrative assistant (AA) should have strong interpersonal and communication skills, excellent boundaries, keen confidentiality, as well as experience working with individuals with a broad array of psychological, emotional, and developmental concerns. The AA should be very attentive to details and have a vast knowledge of office organization related to a mental health agency including, confidential forms and mental health paperwork; record management; appointment scheduling; knowledge of Titanium Software; calendar of events for students' workshops, Qualtrics for survey satisfaction of programs, as well as other administrative/office responsibilities. The AA should be well-versed in computer programs Word, Excel, PowerPoint, Outlook and Titanium (or be willing to learn for future management of the Titanium Scheduling Software).

Duties and Responsibilities:

The position involves providing administrative assistance at the front desk. It is necessary for this employee to be keen and attentive to details regarding the following tasks:

- working with students in need of scheduling appointments in Titanium
- regular administrative work, filing, and scanning/uploading documents to Titanium
- running administrative reports in Titanium as requested
- attending to phone calls and walk-ins
- scheduling appointments for professional staff in Titanium, including other university meetings or events (Student Affairs, collaborative meetings with other departments and from the Office of the President). All relevant for the Counseling Center professional staff.
- scheduling workshops and events for students and staff. These include the upload of events to the master calendar, MyChatham, the ChathamU app or other communication platforms/software used by the University.
- preparation of materials for events and workshops and management of survey of satisfaction through Qualtrics
- updating membership to relevant professional associations
- booking conferences and travel arrangements
- organization of mental health materials for our services and for the pre-doctoral practicum training program
- scheduling presenters for the professional training seminars for trainees
- budget payments
- replenishing office supplies
- assisting with frequent updates and acquisition of community mental health referrals
- other administrative office duties as needed
- the position may also, at times, support the Student Health Services office operations
- Other duties as assigned.