

Job Description



Title: Support Specialist
Reports to: Program Director – Prenatal Care Coordination
Class: Non-Exempt

Job Summary

This administrative support position requires the knowledge and skills to maintain an orderly and efficient business office. Ability to work with the public, staff and administration for any support duties. Must have strong computer skills. Position requires local travel. Bilingual (English/Creole) required. Local travel required.

Essential Functions and Responsibilities

- Greet all office visitors and answer the telephone promptly, respectfully and professionally. Take accurate messages promptly, email and/or distribute as needed. Direct visitors to the appropriate staff or location.
- Monitor inventory and prepare intake and educational packets for Prenatal Care Coordination program assessments.
- Schedule and confirm assessment appointments for Prenatal Care Coordination on a daily basis. Upon arrival, assist clients with paperwork or copies as needed.
- Manage incoming and outgoing mail and maintain copy room area. Order postage for office sites as needed or requested by HMHB administration.
- Assist clients and non-clients with Babies4Basics pantry items; up to and including: food, baby clothes, diapers etc. Organize and maintain all pantry items, including diapers, clothing, food, and formula. Complete Babies4Basics data entry and monthly reports.
- Prepare reports as needed for any agency reporting. Maintain Support Specialist Training Manual in collaboration with team members and Directors.
- Manage and monitor facilities issues in collaboration with the Office Manager.
- Distribute bus passes to eligible clients as directed. Prepare and distribute timely bus pass reports to appropriate staff member.
- Provide coverage to other satellite offices as needed and provide support as needed.
- Performs other duties as assigned by Program Director.

Knowledge, Skills and Abilities

- Excellent verbal communication skills
- Extensive office skills are necessary to use various office and computer equipment.

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- Intermediate knowledge of Microsoft Office
- Demonstrates ability to effectively deal with clients, staff and the public.
- Ability to multitask in a face paced environment.
- Bilingual verbal and written communication, English/Creole skills required.
- Ability to travel and provide own transportation.

Experience Required

- Two years of general office experience
- Experience with Microsoft Outlook and data entry.
- Customer Service experience

Educational Requirements

- High School diploma or equivalent.

Must have a valid Florida driver's license, have an acceptable driving record, carry minimum auto insurance as required by state law and provide own transportation.

This description reflects the major functions of the job. The employee is expected to perform these and other job duties assigned. Additions, deletions or changes may be made to this position at any time without prior notice.

Healthy Mothers/Healthy Babies does not discriminate against employees based on race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, familial status or any other characteristic protected by Federal and State law. The agency will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990. This job description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by management. Essential and marginal job functions are subject to modification.