



## **Administrative Assistant**

<b><u>Job Title:</u></b>	Administrative Assistant
<b><u>Department:</u></b>	Office Personnel
<b><u>Reports To:</u></b>	Director
<b><u>Job Purpose:</u></b>	To Assist the Director, Assistant Director or Program Manager with administrative needs, scheduling appointments, documentation, and organization to best serve our customers.
<b><u>Qualifications:</u></b>	Two years' experience working in an office setting. High School Diploma/GED.
<b><u>Benefits:</u></b>	Full Time employees, after completing their 60-day introductory period, are offered: Health, Vision and Dental Insurances, nine (9) paid holidays, Paid Time Off (PTO) offered after 120 days of service to use in the first anniversary year; and increases with years of service. Mileage reimbursement for ESM related services. Eligible for 401k fund after eligibility is met.

### **Position Summary**

The primary role of an Administrative Assistant is to assist the department personnel for which they are the Assistant for.

The Administrative Assistant will be responsible for the organization of the department and will be responsible for the documentation that comes into the department as well as what documentation leaves the department. The Administrative Assistants role is also to assist the Director in any areas necessary.

ESM is part of the health care occupation which is assisting people 24/7/365. As an employee of ESM, it's important to be flexible.

Being dependable and punctual is extremely important. ESM holds its employees to very high standards to provide the care and service our clients and employees deserve.

*ESM, Inc.*

Corporate Office: 776 Riverside Dr. Augusta, ME 04330

Phone (207) 622-5946 Fax (207) 622-4667

Proudly serving Maine since 1992 with offices in Augusta, Auburn, Cornville.

[www.esm-communityrehab.com](http://www.esm-communityrehab.com)  
1-888-622-5946



## **Administrative Assistant**

### **Key Responsibilities and Accountabilities:**

- Follow all policies, procedures, processes, and respects ESM values, mission, and philosophy.
- Adjust to changes in schedule and the environment easily.
- Meet all documentation deadlines. Submit client status forms as necessary.
- Display working knowledge of applicable Microsoft Office programs.
- Documentation is legible, clear, concise and factual.
- Read, review, and proofread documentation daily.
- Manage daily tasks by priority.
- Accept positive and negative feedback professionally.
- Welcome new ideas and work well with a team to promote independence.
- Respond quickly and accurately to directions and instructions.
- Is dependable, punctual, and prepared for work on time.
- Demonstrate a willingness to learn new skills.
- Use resources and tools to better assist ESM.
- Meet standards and goals set by Director.
- Ask for help or assistance when needed.
- Is professional and respectful at all times.
- Use effective verbal and written communication.
- Display positive body language.
- Knowledge of Microsoft programs.
- Ability to receive confidential information and keep the information confidential.
- Perform duties with minimal assistance on a daily basis.
- Track and manage department Outlook calendars and assign meetings as needed.
- Maintain department 1<sup>st</sup> Aid supplies and PPE equipment.
- Scan required documentation to applicable files / folders.
- Properly screen & assign phone calls to applicable department personnel in a professional manner.
- Assist Direct Line Personnel with phone calls and providing houses with documentation.
- Transfer phones to and from Dispatch and cover for Receptionist/File Clerk as assigned.
- Track and maintain adequate office supplies on a regular basis for the Department.
- Greet visitors to the department in a timely, professional, and helpful manner.
- Receive and distribute department mail in a timely and appropriate manner.
- Assist department members with daily, weekly, or monthly billable documentation.
- Prepare department documentation and forms as assigned and needed.
- Participate in a minimum of one Committee.
- All other duties as assigned.

**I have read and understand the expectations of this job.**

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Employee's Signature:

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