

Holy Family Institute Duquesne Light/Universal Services Office Support Manager

Reports to: Program Supervisor

Location: Swissvale office of Duquesne Light/Universal Services

Hours: Monday through Friday – 40 hours per week

General Statement of Duties: To provide administrative support to the Universal Services office. Skills needed: Computer skills with emphasis on Microsoft Office and Outlook. Ability to record and analyze data to formulate tables, graphs and charts. Knowledge of copy, fax, internet and related office equipment. Strength in compiling and disseminating data. Basic understanding of community resources. Possess patience and de-escalation skills. Good telephone and people skills necessary.

Essential Functions:

1. Promotes the Mission and Philosophy of Holy Family Institute.
2. Exhibits excellent written and verbal communication skills
3. Works cooperatively with staff and customers.
4. Maintains an open environment of hospitality in office.
5. Answers and directs phone calls as needed.
6. Collects, posts and distributes mail.
7. Greets clients and supports the waiting room.
8. Provides direction to work study students from HFI Academy.
9. Provides clerical services for Universal Services offices.
10. Orders office supplies for the Universal Services Program.
11. Maintains printers, fax, copier and postage machine.
12. Organizes monthly charts, reports and graphs.
13. Prepares monthly statistical reports as required.
14. Participates in Universal Services Program and agency development.
15. Provides support to the Out Patient and Shores offices as outlined.
16. Develops and increases professional skills.

Minimum qualifications:

High School diploma and two or more years' experience in Customer Service and administrative office position. Bachelor's Degree preferred. Additionally, candidate must have PA driver's license and Act 33/34 and FBI clearances. EOE.

Qualified internal candidates must complete a job posting application and submit to HR no later than **Tuesday, April 23, 2019.**