

Corporate Administrative Assistant

Location:	Baltimore, Maryland
Department:	Operations
Posted:	12/21/2023
Location Name:	Baltimore County
Wage Max:	74,600.00 Annual
Wage Min:	59,700.00 Annual
Position Type:	Full Time

SCI Summary: SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Position Summary:

The Operations Corporate Administrative Assistant provides clerical, administrative, and project management support in various operations departments: human resources, finance, information technology, communications and marketing, and quality systems. This role performs a wide range of administrative and support activities to facilitate the efficient and effective operation of the organization. This position is generally remote, with the requirement to participate in on-site meetings as needed (typically Frederick, Owings Mills, or Columbia). Standard business hours are 8:30 am to 5:30 pm, although flexibility is needed to work occasional evening and/or weekend hours to meet the needs of people we support in our various programs.

SCI Team Member Expectations: All SCI team members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures. follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintains compliance with federal, state, and local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

Essential Duties:

- Administrative support for the Operations Director to include: schedule management, meeting and presentation preparation, prepare and/or edit written communications, and identifying areas for improved efficiencies
- Maintain a current inventory and backlog of all Operations Departments' initiatives
- Maintain electronic corporate records and files
- Administrative support for Operations Departments' meetings such as: meeting scheduling, create agendas, create and/or compile supporting documents, complete meeting logistics, meeting minutes, and ensure action items are clearly communicated and scheduled for completion
- Create processes and systems to support efficient and effective management of projects.
- Collaborate with various operations departments to ensure current policies and procedures are maintained and widely accessible, archives are created whenever appropriate, and new policies and procedures are created as needed in accordance with SCI standards.
- Assist the Operations Director in special projects as needed, maintain necessary records for administrative control of the project, and create project archive upon completion containing materials such as:
 - project plan, schedule, and budget if applicable
 - charters and logs (issues, risks, lessons learned)
 - management plans for communication, cost, staffing, risk and response, schedule, quality, procurement
 - change requests and decisions

Other Responsibilities:

- Operate, monitor, and coordinate maintenance of agency equipment as needed.
- Model and promote organizational philosophies of person-centeredness and shared leadership in all interactions with internal and external stakeholders.
- Participate in meetings and training sessions that offer learning opportunities and that promote and enhance skills and professional development.
- Ensure that assigned organizational project objectives are met.
- Perform all duties as described, and others as required, using the foundation of the organization's philosophies and values

Job-Specific Competencies:

- Excellent command of English language with a high level of oral, reading, and written comprehension
- Ability to type a minimum of 60 words per minute.
- Proficiency of Microsoft Office Suite

- Strong organizational skills and ability to prioritize multiple deadlines and initiatives; exceptional project management and multi-tasking capabilities; ability to work with autonomy and flexibility
- Ability to work within and manage ambiguity. Excels in dealing with challenges or events that do not always have a process, system or solutions in place.
- Ability to work collaboratively with all departments within SCI
- Highly developed interpersonal and communication skills, both written and verbal, and a professional demeanor which interacts clearly, and effectively with all organizational leaders and team members.
- Manages time and resources effectively while balancing the highest priorities of the organization.
- Possess a high level of learning agility for continuous development.
- Ability to act in a manner that reflects well on the agency, and to respect the confidential nature of information.
- Have a reliable automobile to travel to meetings, etc. and a valid driver's license with a good driving record.

Education

- Associate degree in business related field; bachelor's preferred.
- High school diploma or GED with 7+ years' administrative experience will be considered in lieu of degree.

Experience:

- 2-5 years' administrative experience with bachelor's degree
- 3 -7 years' administrative experience with associate degree
- Experience with project management preferred

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.
- **Building Relationships and Connections:** Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. Consistent communicator, provides team members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders

- **Diversity:** Values, appreciates and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all.
- **Driving Solutions (Perseverance):** Pursues all initiatives with energy, drive, and the goal to succeed.

Physical Demands: Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

IT Roles must be able to position self to maintain computers and equipment, including under desks and in server room(s). Frequently moves equipment weighing up to 50 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

*SCI does not sponsor for immigration, including for H1B, TN, and other non-immigrant visas, for this role.

Disclaimer: The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Sonji Ashford at sashford@sc-inc.org.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Kathryn Eckert at kathryn.eckert@sc-inc.org or 410-218-5581.

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