



Administrative Assistant Job Description

About Us

Star House exists to lift young people out of homelessness and into a community of hope. Founded in 2006, Star House operates our nation's only 24/7/365 drop-in center for teens and young adults experiencing homelessness that offers immediate access to safety and hosts continuous best practice research for effective service. Along with the Finance Fund and Columbus Metropolitan Housing Authority, Star House operates the only housing village of its kind in Central Ohio for young people who are exiting homelessness. The organization met the unique needs of 1,160 individual young people in 2022, successfully connecting them with housing, jobs, education, health care, therapy, and a range of community resources.

Star House's mission is to do whatever it takes to support young people as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model of service for youth nationally and globally, based on the demand for our services in other communities.

We are seeking an Administrative Assistant who believes in our mission; embodies our values of unconditional love, doing whatever it takes as long as it takes and creating innovative solutions; and who can help us achieve our vision with development expertise.

Job Description

Title: Administrative Assistant	
Work Location: Star House, 1220 Corrugated Way, Columbus, OH 43201	
Reports To: Housing & Engagement Manager	
<input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time	<input type="checkbox"/> Exempt, Salary <input checked="" type="checkbox"/> Non-Exempt, Hourly
Position Summary: With intrinsic passion for the mission and vision of Star House, the Administrative Assistant provides administrative support to the day-to-day operations of the Housing and Clinical Teams with a primary focus on Housing initiatives. Key responsibilities include calendar management, project support, data reporting and recordkeeping support.	

Responsibilities and Essential Functions:

The following duties are representative of performance expectations; however, the list below is not ranked in order of importance.

- Performs a wide range of administrative tasks, including managing calendars, scheduling meetings and organizing events
- Supports various Star House leaders, including the Housing & Engagement Manager and the Clinical Services Manager
- Maintains and updates client clinical records, ensuring accuracy and confidentiality
- Assists with the preparation of regularly scheduled reports
- Reconciles grant expenditures and employee credit card statements
- Maintains office supplies inventory by regularly assessing stock and ordering supplies as needed
- Supports the production and distribution of communication materials, including memos, spreadsheets and presentation documents
- Provides general support and excellent customer service to visitors, donors and partners
- Assists with organizing housing-related events, such as partner orientation sessions, resident engagement activities and team meetings. Provides support for some meetings by preparing agendas and recording minutes/action items
- Assists with the coordination and tracking of various key performance indicators, providing report support and data analytics
- Serves as a point-person for some client inquiries and requests, providing excellent customer service and timely resolution

Note: "Job performance is evaluated according to the policy provisions of Star House and the Educational Service Center of Central Ohio – Council of Governments."

Minimum Qualifications:

- Bachelor's degree OR 1-3 years of administrative experience working in a support role OR equivalent combination of education and experience
- Knowledge of office administration, clerical procedures and recordkeeping systems
- Excellent communication skills – strong verbal and written skills to communicate effectively to a range of constituents
- Excellent skills in the use of G-Suite, including Gmail, Docs, Sheets, Forms and Slides; and Microsoft Office Suite, including Word, Excel and PowerPoint
- Excellent organizational skills and attention to details, highly responsive and organized
- Excellent time management skills with a proven ability to meet deadlines and manage competing priorities
- Ability to excel in a fast-paced position with often-changing responsibilities
- Ability to understand and provide service excellence to all Star House team members, volunteers and partners
- Ability to organize resources and establish priorities independently
- Ability to work independently and/or on a team
- Ability to handle sensitive information and maintain confidentiality
- Documentation of a clear criminal record in compliance with state statute

- Complies with drug-free workplace rules and Star House and ESC-Council of Governments policies

Note: This assignment may require a valid driver's license and access/availability of a reliable vehicle.

Star House is committed to equal opportunity employment, regardless of race, color, religion, age, sex, sexual orientation, gender identity and expression, socio economic status, national origin, veteran or disability status. In order to further Star House's mission, achieve our vision and live out our values, drawing from the collective wisdom of a diverse group of individuals is essential. With diverse minds influencing our work and decisions, we can go further for the young people we serve, ensuring that our continued programming and the solutions developed along the way are influenced by the best minds.