



Administrative Assistant

Western North Carolina AIDS Project's (WNCAP's) mission is to provide equitable access to care and reduce harm from HIV, Hepatitis C, and drug use. WNCAP provides case management, prevention education, STD testing, and harm reduction services to people living across 18 counties of western North Carolina. WNCAP employs approximately 40 people and has 3 locations.

The Administrative Assistant's primary role is to assist and support clients, visitors, and colleagues in a variety of areas, including, but not limited to: greeting visitors and answering incoming phone calls; monitoring, forwarding, and replying to emails; assisting colleagues with projects as-needed; running errands; and providing regular support to leadership staff. The ideal candidate is an excellent communicator with outstanding customer service, multi-tasking, follow-up, and organizational skills, and maintains a consistently friendly and positive demeanor with the flexibility to handle a wide array of tasks and duties.

This is a full-time nonexempt position operating out of WNCAP's Asheville, NC office. Remote work may be required on an as-needed basis. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch.

Duties

Job duties include, but are not limited to:

- Greet visitors in a positive, friendly, and professional manner.
- Answer/transfer incoming phone calls and relay messages.
- Monitor assigned email accounts and ensure all emails are responded to and/or forwarded to the relevant staff member in a timely manner as determined by supervisor.
- Provide exceptional customer service and clear information about WNCAP services to WNCAP clients, colleagues, and other stakeholders.
- Provide regular and reliable support to leadership staff.
- Provide support for other staff as-needed in a wide variety of projects and tasks.
- Prepare and monitor invoices.
- Track and order/purchase office inventory.



- Assist with planning and organizing events, as-needed.
- Perform a variety of additional job duties, as-needed.

Requirements

Qualified candidates must have a high school diploma or equivalent certification, plus at least two years of customer service and/or front desk experience.

Additional Qualifications:

- Ability to prioritize and multitask in a fast-paced environment
- Proficiency with computers, including Microsoft Office (Excel and Word experience required, familiarity with PowerPoint preferred), Google Drive, Gmail, and data entry/tracking
- Respectful interaction with diverse populations and marginalized communities, including people who use drugs or may be in crisis.
- Strong written and verbal communication skills
- Ability to read, write, and speak English fluently, bilingual English/Spanish preferred
- Strong interpersonal skills
- Team player with ability to work independently
- Ability to be punctual to open the office by 9am each morning
- Ability to demonstrate and maintain a professional and positive demeanor, even in stressful situations
- Willingness and flexibility to perform a wide variety of job duties
- Ability to maintain confidentiality and act with integrity when handling sensitive information
- Awareness of issues that People Living With HIV face on a day-to-day basis
- Ability and willingness to diffuse difficult client/visitor/caller situations and act calmly in challenging situations
- Ability and willingness to work remotely as-needed, requiring internet access at home



- Valid driver's license, vehicle liability coverage, and use of reliable personal vehicle during scheduled work hours
- Willingness to complete required trainings, and any other trainings to further develop relevant skills
- Willingness to travel as-needed for training and workshops
- Knowledge of local community resources (preferred but not required)

Physical Requirements

- Must be willing and able to spend long periods of time in stationary position working at a computer
- Must be able to lift at least 25 pounds

Compensation and Benefits

The Administrative Assistant is a full-time nonexempt position based out of WNCAP's Asheville office, located at 554 Fairview Road, Asheville NC 28803. Starting pay range is \$37k-40k/year, depending on qualifications and experience. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch. Dress code is business casual. WNCAP is a certified living wage agency.

Benefits include:

- Partial employer-sponsored health and dental insurance
- Vision insurance
- Employer-sponsored life insurance
- Employer-sponsored Short Term Disability insurance
- Partial employer-sponsored Long Term Disability insurance
- 403(b) Retirement Savings Plan with Employer Contributions
- Paid time off
- Paid holidays

WNCAP is an equal opportunity employer. We strive to foster a workplace that supports and amplifies a diverse array of voices and experiences. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, people living with HIV, and veterans to apply.



Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any status protected under local, state or federal laws.

To Apply

For consideration for this position, please submit a resume and cover letter detailing your interest in WNCAP and this position, including “Admin Assistant” in the subject line, to: employment@wncap.org

Please note that due to the high volume of applications, we cannot respond to all correspondence received.