



Job Description

Office Administrator

The Mountain Center's (TMC's) Office Administrator works collaboratively with the rest of the Española Office team and its programs in a way that supports administrative-based tasks. This position focuses on supporting TMC's Overdose Prevention Program (OPP) and provides support for Naloxone training and distribution. This position is full-time, based in our Española Office.

Direct Supervisor: Española Office Program Manager

Responsibilities:

- Lead the scheduling for Naloxone training, both in-house and for community stakeholders.
- Lead the scheduling for Naloxone deliveries.
- Organize and manage inventory of naloxone products including pick up, storage and delivery.
- Support the communication and outreach with community stakeholders.
- Represent the organization at community events, very occasionally on weekends.
- Create and manage digital documents and spreadsheets relevant to program operations.
- When assigned, lead Naloxone training, both virtually and in the community.
- Sort and direct incoming emails to the appropriate TMC staff member.
- Assist with the creation of promotional materials for distribution.
- Assist with pick up and delivery of program materials.
- Maintain an office environment that is clean, welcoming, and conducive to program goals.
- Pack and ship program materials, including tracking delivery and fulfillment.
- Communicating feedback about client satisfaction with the direct supervisor.
- Communicate all safety concerns to supervisor and team in a timely manner.
- Be prepared to respond appropriately to emergency situations that may be encountered in the field in accordance with training received, including overdoses.
- Arrive on time and prepared for office-based work.
- Attend staff meetings and other meetings and trainings, as assigned.
- Actively participate in maintaining an emotionally and physically safe working environment.
- Professionally represent The Mountain Center to clients, community members, interns, volunteers, and staff.
- Meet deadlines from the supervisor and organization.
- Read and follow all TMC policies and procedures.
- All other duties as assigned by the direct supervisor.

Qualifications

Minimum:

- High school degree or equivalent
- 2 years experience directly related to the duties outlined above
- Knowledge of the following:
 - Hepatitis C/HIV/pathogens and infectious disease
 - Addiction (Substance use and misuse)
 - CPR/First Aid (Certification preferred)
 - Harm Reduction Models and Best Practices
- Ability to lift 50 pounds unassisted
- Ability to drive and sit in a moving vehicle for long periods of time, including on unpaved/uneven roads, in inclement weather, at dawn/dusk, and in the dark.
- Ability to regularly work outside, including in heat, cold, and inclement weather.
- Ability to navigate complex, highly emotional and/or stressful situations
- Excellent interpersonal skills with the ability to effectively listen and offer solutions without passing judgment
- Ability to remain diplomatic when the political climate interferes with program goals and objectives
- Ability to be client and mission-centered
- Ability to communicate in English, both verbally and in writing
- Ability to maintain highly confidential information in a professional manner
- Ability to work collaboratively with others on a team
- Proficient in Microsoft Word and Excel
- Working knowledge of standard office equipment (personal computer/laptop, phone with voicemail, fax, copier, etc.)
- Clear driving record and valid driver's license with solid driving skills due to extensive travel; willing and able to use TMC vehicle for outreach and local travel on TMC business with valid driver's license and proof of insurance
- Familiarity with the social, cultural and economic make-up of New Mexico or service area and ability and willingness to work with diverse populations

Preferred:

- Bilingual, English and Spanish
- Experience working in Harm Reduction or prevention programs.

Equal Employment Opportunity: The Mountain Center provides equal employment opportunities to all qualified individual without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Specifications: The position may include periods of time working out of a motor vehicle, requiring long periods of standing and walking in and out of a vehicle. This position also requires some sitting at a desk in front of a computer. Presentation and community outreach tasks may require the employee to sit or stand for long periods of time. Extensive travel, typically by automobile; must be comfortable driving on unpaved/uneven roads and in inclement weather, during sunrise/sunset and in the dark. Employee must have the ability to clearly communicate in person and on the telephone in the decibel range of normal conversation levels. Employee must be able to hold a pen, type and grasp documents. The position requires the ability to safely lift 50 pounds unassisted.

Work Environment: Office environment and motor vehicle for out in the field for training and community-based services, requires physical acumen- lifting up to 50 lbs, walking for 4 hours a day, and being outside most of the day. Occasional handling of biohazard materials.

Equipment Used: Personal computer and standard office equipment (phone with voicemail, fax, copier, scanner ten-key calculator).

Job Responsibilities Notes: The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. The Mountain Center may change the specific job duties with or without prior notice based on the needs of the organization.

| ACKNOWLEDGEMENTS | |
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| Creation Date: October 15, 2024 | |
| Supervisor: I have approved this job description and reviewed it with my employee. | |
| Signature: | Date: |
| Employee: I have reviewed this job description with my supervisor and acknowledge receipt. | |
| Signature: | Date: |
| Executive Director | |
| Signature: | Date: |

The signed acknowledgment will be sent to Human Resources for inclusion in the personnel file.