



The Administrative Support Coordinator provides comprehensive administrative, operational, and communications support to ensure smooth daily functioning across the organization. The Administrative Support Coordinator manages high-volume communications, coordinates meetings and events, maintains building and technology systems, supports program activities, and ensures accurate and timely completion of essential administrative processes. This position answers directly to the Director of Operations.

Job Duties:

- Manage daily emails, voicemails, and phone calls.
- Serve as a primary point of contact for general inquiries.
- Provide general support to team members as needs arise.
- Assist staff with basic IT needs and troubleshooting.
- Create marketing materials as needed.
- Social media management for the organization
- Knowledge and understanding of PMHCA Bylaws and Policies
- Assist with Board of Directors elections and other Board tasks as assigned
- Attend programmatic meetings; take notes and complete assigned tasks.
- Assist with last-minute scheduling changes or cancellations.
- Create and update eblasts for programs, events, training, hiring, surveys, etc.
- Maintain Constant Contact lists and list-serv updates.
- Edit newsletters, post to the website, and send email blasts.
- Create events on the website and manage associated logistics.
- Assist with training and event registrations.
- Perform front-end website edits and fixes.
- Complete back-end website updates as needed.

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- Manage membership i.e. additions, edits, and issue resolution.
- Ensure annual membership meeting notices are sent 30 days prior.
- Participate in at least one outreach event per year.
- Support unique or unexpected tasks as they arise.
- Assist with event planning as needed
- Assist with special projects and operational needs as assigned.

Qualifications:

- High school diploma or equivalency
- 1+ years of clerical experience and or/training
- Advanced knowledge of the Microsoft 365 Suite
- Ability to utilize problem-solving techniques and to formulate procedures
- Excellent communications abilities, well-developed organizational skills, and a strong understanding of how the web is used as a communication, educational, and marketing tool
- Lived experience in the behavioral health system

Preferred Qualities:

- Certified Peer Professional
- Experience in a non-profit setting and basic knowledge of non-profit organization budget processes is helpful

Some travel will be required for attendance at meetings and events, weekly office hours as assigned, organizational activities, and training opportunities. The successful candidate will need to have reliable transportation with appropriate insurance.

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