



Call Center/Administrative Assistant
Full-time, hourly; 40 hours per week

This position will report to the National Office Administrator. The Call Center/ Administrative Assistant will respond in a positive and supportive manner to customer inquiries by phone and email, and act as general office support for various operations of the SMART Recovery National Office.

This position requires U.S. residency.

Skills Required:

- Proficient computer skills (Microsoft Office, Office 365); Zoom is helpful
- Enjoys working with a team and collaboratively with SMART National Office staff, Board of Directors, and other members of the SMART community
- Able to work from a virtual environment if/when necessary, without distractions
- Able to work independently during office slow times
- Excellent organizational skills and the ability to prioritize work under pressure
- Strong written and verbal communication skills that allow successful interaction with all areas of the organization, participants, and customers
- Customer service focus; positive attitude, professional, warm, and caring demeanor
- High level of empathy while able to control calls professionally
- Strong attention to detail, follow-through, and commitment to quality
- High level of enthusiasm and energy; professional
- Flexibility as job needs change/arise
- Graduation of SMART Recovery Online Facilitator and Family & Friends Training within 30 days of hire.

Responsibilities:

- Administrative duties to support the operation of the SMART National Office as requested
- Cover for National Office support members during vacation/sick time
- Learn bookshop duties and VRF processing as back-up support
- Assist with daily meetings changes

Responsibilities *(continued)*:

- Share phone responsibilities with National Office support staff; provide helpful and timely responses to callers
- Assist with responding to inquiries received via mail and email; when necessary, forward requests to experts for response
- Meeting Hiatus follow-up
- Meeting Investigations
- Existing Meeting follow-up
- Assist with SROL basic inquiries
- Assist with Training Program tasks
- Maintain TP&P list
- Upload Daily CO list
- Assist with verifications
- Verify training for new VHQ registrations
- Canadian Bookshop tracking numbers
- Respond to letters from inmates
- Other projects or tasks as requested

To apply for this position, please submit a resume and cover letter to hr@smartrecovery.org. Please use Call Center Position in the subject line.