

PACS

Front Desk Administrative Assistant

Reports To: Director of HR People & Culture
FLSA Status: Full-Time, Non-exempt

Location: Los Angeles, Long Beach, Van Nuys
Salary Range: \$22.00-\$25.00 an hour

About PACS

PACS is a community-based nonprofit dedicated to enriching the lives of children and families through counseling and caring. Since 1981, PACS has focused on serving underserved communities across Los Angeles County, with a strong emphasis on immigrant and refugee populations. The organization provides a range of mental health and supportive services, from prevention and early intervention to more intensive programs, designed to meet individuals and families where they are.

PACS is known for its culturally responsive and language-accessible approach, as well as its commitment to creating a supportive environment for both clients and staff. The organization's work is rooted in respect, community connection, and a belief that everyone deserves the opportunity to live a meaningful and stable life.

Core Values:

Compassionate Service- We believe lives can be changed when someone listens and cares. We approach our work with empathy, respect, and a genuine commitment to those we serve.

Cultural Responsiveness- We recognize and respect the diverse backgrounds of our clients and staff, and we strive to provide services that are culturally and linguistically appropriate.

Integrity, Transparency & Accountability- We take pride in doing our work responsibly, accurately, and ethically, and we hold ourselves accountable to our clients, our partners, and each other. We communicate openly and honestly, sharing information in a way that builds trust, support and accountability and helps staff and stakeholders understand expectations and decisions.

Collaboration- We work together across teams and with our communities to find practical, thoughtful solutions that support the people we serve.

Continuous Improvement- We are always learning—looking for ways to strengthen our services, improve our systems, and better support both staff and clients.

Respect for People- We value the dignity, voice, and contributions of every individual, and we aim to create an environment where people feel supported and able to do their best work.

Authenticity- PACS values honesty and being genuine in all our interactions. We encourage individuals to show up as themselves, fostering an environment of trust, respect, and meaningful connection

Position Description:

The Front Desk Administrative Assistant serves as the first point of contact for clients, staff, and community partners and plays a critical role in supporting access to care and daily office operations. This position is responsible for managing front desk functions, coordinating client appointments, maintaining accurate records, and supporting clinical and administrative teams to ensure services are delivered efficiently and professionally.

This is a highly visible, hands-on role that requires strong organization, responsiveness, and the ability to manage multiple priorities in a fast-paced, mission-driven environment. The role also requires the ability to prioritize competing demands, with client needs and time-sensitive tasks taking precedence.

Experience and Essential Job Functions:

Front Desk Operations & Client Experience

- Serve as the primary point of contact for all clients, visitors, and incoming inquiries
- Maintain a consistently professional, welcoming, and calm front desk environment
- Answer, screen, and route all incoming calls in a timely and courteous manner
- Greet clients upon arrival, notify providers promptly, and manage client flow
- Monitor the reception area, including unaccompanied children, to ensure safety and order
- Maintain confidentiality and professionalism at all times when handling client information

Scheduling & Coordination of Services

- Coordinate and schedule Medication Support Services and psychiatric appointments
- Maintain accurate and up-to-date provider calendars
- Ensure scheduling practices maximize provider time and minimize gaps
- Send appointment reminders and follow up as needed to support attendance
- Communicate clearly with clinicians and providers regarding scheduling changes
- Serve as the point of contact for coordinating client appointments across services

Documentation, EMR (Exym) & Compliance Support

- Complete First Call reports in Exym for all service inquiries
- Ensure all required data fields are completed accurately and in a timely manner
- Verify Medi-Cal eligibility when applicable and document appropriately
- Maintain accurate tracking of client charts, including sign-in/sign-out procedures
- Monitor and track the movement of charts between locations
- Support QA and clinical teams in responding to medical records requests
- Maintain confidentiality and compliance with all applicable regulations

Administrative & Office Operations

- Perform general administrative duties including data entry, scanning, filing, copying, and email correspondence
- Receive, sort, and distribute incoming mail; prepare outgoing mail with appropriate postage
- Log all incoming checks prior to submission to the Finance Department
- Maintain inventory of office supplies and coordinate reordering as needed
- Ensure office equipment is functional and report issues promptly
- Assist in maintaining organization, cleanliness, readiness, and professional appearance of shared office spaces, including front office areas, counseling rooms, kitchens, restrooms, conference rooms, storage rooms, file rooms, and other common areas. This includes monitoring and restocking basic office and restroom supplies such as paper towels, soap, tissues, and related items as needed.
- Coordinate scheduling and reservation of counseling rooms, meeting spaces, and shared cubicles/workstations as applicable
- Maintain and monitor room and workspace check-in/check-out procedures to support organization, availability, and operational efficiency
- Assist in resolving scheduling conflicts and ensuring shared spaces remain appropriately organized and functional

Office Safety & Emergency Support

Support office safety procedures by remaining attentive to client and visitor activity within common areas

- Assist with implementation of office emergency procedures, including evacuation and safety protocols
- Monitor and respond appropriately to office safety alarms, emergency notifications, and urgent situations in accordance with PACS procedures
- Help ensure appropriate front office coverage and operational continuity during client-facing hours
- Communicate safety concerns, facility issues, or urgent operational matters to leadership promptly

Staff Support & Onboarding

- Support onboarding of new staff by explaining front office procedures
- Provide guidance on scheduling systems, office workflows, and equipment use
- Respond to staff requests for administrative support in a timely and professional manner
- Coordinate with HR, QA, and program staff as needed to support operations

Organizational & Project Support

- Assist QA and clinicians with the coordination, processing, transmission, and fulfillment of medical records requests in a timely and accurate manner, including preparing, faxing, sending, receiving, and tracking records requests with outside agencies and providers as directed.
- Support the planning, coordination, and execution of company-wide events
- Support the development of the Annual Report, including coordinating and collecting departmental contributions, assisting with content organization, and contributing to design and formatting
- Create monthly announcements and upload them to the internal news feed
- Other duties as assigned

Performance Expectations

- **Reliability & Accountability** – Completes tasks accurately and on time with minimal follow-up
- **Responsiveness** – Addresses requests, calls, and issues promptly
- **Organization** – Maintains systems, files, and schedules in a structured and accessible manner
- **Professionalism** – Maintains a respectful, calm, and solution-oriented demeanor
- **Attention to Detail** – Ensures accuracy in scheduling, documentation, and communications
- **Flexibility** – Adapts to changing priorities and supports operational needs as they arise
- **Team Collaboration** – Works effectively across departments and supports team needs

Scope & Flexibility of Role

- Responsibilities may evolve based on program, operational, or organizational needs
- The employee is expected to support related administrative, operational, and coordination tasks, even if not explicitly listed above
- Assignments from the Executive Management Team, Division Heads, or direct supervisor are considered part of the role when aligned with administrative and operational support functions

Minimum Qualifications:

- 1–2 years of administrative, front desk, or customer service experience
- Strong organizational skills with the ability to manage multiple priorities and deadlines
- Clear and professional communication skills, both written and verbal
- Strong telephone etiquette and ability to interact effectively with diverse populations
- Proficiency in Microsoft Office (Word, Excel, Outlook) and ability to learn new systems
- Ability to work in a fast-paced, team-oriented environment
- Strong attention to detail and ability to complete tasks accurately and on time
- Demonstrated dependability, reliability, and accountability

- Ability and willingness to work with clients and staff from diverse cultural and socioeconomic backgrounds
- Strong command of the English language (written and verbal)

Preferred Qualifications:

- Experience in a healthcare, nonprofit, or social services setting
- Familiarity with EMR systems (Exym) and/or Medi-Cal environments
- Bilingual in English and Spanish and/or an API language
- Experience working with diverse, multicultural communities
- Bachelor's degree or equivalent combination of education and experience

Job Perks:

- Comprehensive medical, dental, and vision coverage with low premium contributions
- 401(k) retirement plan
- Professional development support including opportunities for growth
- Paid holidays and vacation time
- Mileage reimbursement
- Partial reimbursement for cell phones and internet expenses