

Office Assistant

Who we are: Mabel Wadsworth Center is the only not-for-profit, private, independent, community-based feminist health center in Maine. Our mission is to provide health care using a feminist model focused on sexual and reproductive health through education, advocacy, and clinical services. We believe in health care that is based on empowerment and putting individuals in charge of their healthcare.

What we're looking for: Mabel Wadsworth Center seeks an office assistant to join our front desk team. This position is the first point of contact for patients and works with our team of healthcare providers and clinical team to ensure a welcoming environment and smooth flow of patients through the clinic. The ideal candidate enjoys working with people from a variety of backgrounds, communicating effectively and a fast-paced environment.

Primary roles and responsibilities include, but are not limited to: Answering phone calls and scheduling patients in our electronic health records (EHR) system, patient reception and checkout, referrals to other providers/facilities, and assisting clinical staff with tasks as requested.

The ideal candidate will support reproductive justice for all, with particular support for the LGBTQ+ population. Experience in a healthcare setting, attention to detail, verbal and interpersonal communication skills, and organizational skills are preferred. Ability to multitask and work in a fast-paced environment is essential, along with knowledge of electronic health records (EHR). Familiarity with the office assistant role is preferred, but we will train an ideal candidate. High school diploma or equivalent required. We strive to create an environment of growth and learning; the ideal candidate will be comfortable with regular constructive feedback from supervisor and coworkers. Flexibility and a willingness to pitch in as needed are highly valued.

Work Structure and Environment: This could be a full-time (40 hour) or part-time (24-32 hour) hourly position, based in our Bangor office. The hours are typically 8:00 AM to 5:00 PM, Monday through Friday. Employee's full-time schedule to be approved by supervisor.

The position has a dedicated work space as part of the larger back office space that can be noisy and includes frequent interruption and managing the needs and requests of clients, co-workers, and other visitors.

This position offers a dynamic, team based opportunity for folks who have passion for the center's values and supporting our patients. We take pride in our reputation for excellent patient care and are passionate about creating a safe and inclusive space. We work hard, believe in our mission, and strive to have fun every day, and hope to find a coworker who feels the same way.

This position requires English language fluency (written and oral), but fluency in other languages are welcomed. Position additionally requires significant periods of standing, walking,

sitting, and lifting >10 lbs regularly. Frequent use of regular office equipment, including computers, phones, fax machine, printers required. Employees are currently expected to wear facial coverings when in the center, and a surgical mask when interacting with clients.

We offer:

Starting hourly wage is \$16.50 - \$19.50/hour and negotiable based on experience and qualifications. Benefits include 15 paid holidays, two weeks' paid vacation during the first year (increased thereafter), and one week paid sick leave. Health insurance (100% covered by employer) and optional employee-funded dental, disability, and life insurance policies. Flexible, supportive workplace with strong commitment to training and professional development.

Our process and timeline: Applications will be accepted until the position is filled

- Application review: will occur on a rolling basis until the position is filled.
- First interviews: In person or via Zoom, approximately 45 minutes to 1 hour in length.
 - References will be requested and contacted prior to second interview
- Second interviews: Located in our office in Bangor; approximately 1 hour in length.
- Anticipated start date: October 2023

Equal Opportunity Employer: Mabel Wadsworth Center strives to create a safe, open, welcoming environment for our patients and our staff. We actively attempt to dismantle the systemic inequalities that the most oppressed groups face in our society. These groups include Black people, indigenous people, people of color, low-income people, women, LGBTQ+ people, gender non-conforming, non-binary individuals, people with disabilities, people who have had abortions, formerly imprisoned people, and people living at the intersections of these identities. We are committed to a workplace where everyone is treated with respect and as a valued member of our team. We actively encourage members of these communities to apply.

How to Apply:

Please submit a brief cover letter describing your interest and why you want to work for us and resume/CV to info@mabelwadsworth.org.