



Executive / Sr. Executive – Front Office

About Ummeed:

Ummeed is a non-profit organization providing family-centered care to children with developmental disabilities and their families. Our cross-functional team of professionals provide evidence-based care to these children and their families, based on their needs. Besides running the clinic at Lower Parel, Ummeed also delivers training and is involved in community and advocacy initiatives in the developmental disabilities space.

About “the position” at Ummeed:

The Administration team at Ummeed is a critical enabler to Ummeed’s vision to scale and increase its impact in the developmental disabilities space. This position will be responsible to ensure quality and effective services to all families that visit Ummeed or communicate *via* phone, email or any other medium.

Primary Responsibilities:

- Handle telephone calls of families who have contacted Ummeed for initial and follow-up care
- Handle emails, website enquiries, or face-to-face requests for initial and follow-up care
- Triage and schedule appointments with appropriate professionals at Ummeed using Practo within agreed timelines
- Manage cancellations, rescheduling, no shows appropriately
- Receipting as per requirement
- Handle all room scheduling
- Maintain stock register of consumables & stationery and ordering as per requirement
- Provide logistical support as and when required
- Maintenance of Data as per required formats

Minimum Qualifications: Graduate in any discipline with minimum 2 to 3 years of experience in front desk administration

Essentials Skills Required:

- Excellent spoken and written communication
- Excellent planning and organization
- Team work and collaborative
- Attention to Detail
- Proficiency in Computers - Word, Excel, Power-point, Email. (Hands on experience using Tally will be an added advantage)

Reporting to: Chief Administrative Officer

Others:

Ummeed would give preference to a candidate who is interested in putting in at least 40 hours per week. Salary will be commensurate with qualifications and experience.

Candidates meeting the criteria may email their updated resumes to careers@ummeed.org.