

CENTRAL COMMUNITY HOUSE JOB DESCRIPTION

Title: Part- Time Office Assistant

Work Area/Department: Front Desk Support Staff

Reports to: Office Manager

Exempt Status: Non-Exempt

Date Created/Revised: 4/29/2019

I. Purpose: Serves visitors by greeting, welcoming, and directing them appropriately; notifies company personnel of visitor arrival; maintains telecommunications system; supports office infrastructure by maintaining records and filing system via electronic data entry and physical file upkeep. Administrative duties also include supporting the executive administrator and facility coordination team with various tasks related to the upkeep and management of visitor and vendor records.

II. Essential Responsibilities

A. Reception:

1. Welcoming visitors by greeting them in person or via phone; answering or referring queries; directing visitors by maintaining employee and department directories; providing appropriate instruction.
2. Maintaining security by following procedures for the alarm system and door locking, monitoring and enforcing visitor logbooks.
3. Maintaining telecommunications by following protocol for phone operation.
4. Maintains safe and clean reception area by complying with procedures, rules and regulations. Assists with supply receiving and distribution throughout facility.
5. Communicates regularly with administrative and operation team. Maintains continuity among front desk personnel and volunteers as well as administration via documentation of workflow, irregularities and continuing needs.
6. Contributes to the overall success of the center by accomplishing related results and other duties as assigned.

B. Data Entry and Record Upkeep:

1. Maintaining drives and databases with up to date and timely information collected according to reception protocol.
2. Uploading hard data into electronic log via scanning and transcription.
3. Identifying and helping to eliminate redundancy in data collection and record keeping.
4. Managing communication with administrative and operations team in coordination with visitor log and identified information collected.

C. Other Administrative duties:

1. Assist with mail correspondence.
2. Assist with database upkeep specific to compliance (certifications, licenses, charitable solicitation).
3. File paperwork.
4. Properly stock the staff rosters and organization charts provided.

III. Skills, Knowledge and Abilities

- Works independently with minimal supervision. Follows instructions given by supervisor. Reports important information to supervisor and asks questions as needed from a variety of sources. Does not regularly interact with supervisor to seek approval, clarification, or additional information after initial assignment is given. Completes assignments and responsibilities on time without being reminded.
- Time Management/Multi-tasking. Accomplishes goals through establishing priorities and organizing workload to meet deadlines in a timely fashion. Manages time wisely and to effectively prioritize multiple, competing tasks despite frequent interruptions
- Effective Communication. Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal communication. Remains focused on point at hand during communication. Listens and reacts to questions by other appropriately. Pays attention when others speak.
- Cultural Competence. Embraces and is sensitive to cross-cultural differences. Accepts and respects cultural differences. Demonstrates the capacity for cultural self-assessment. Is conscious of the dynamics inherent when cultures interact.
- Composure. Maintains composure and effective performance under stress and/or opposition (such as tight deadlines, unscheduled disruptions or delays, interpersonal conflict or lack of job or task clarity). Demonstrates emotions appropriate to the situation and continues performing steadily and effectively. Shows patience with others. Responds calmly to stressful or trying circumstances.
- Professionalism. Regularly demonstrates a high level of integrity through direct, open, honest and ethical communication with others. Fosters an ethical environment. Assumes personal responsibility. Shows discretion when appropriate or required. Maintains confidentiality of client and agency information.
- Maintains a positive attitude while meeting goals even in the face of significant obstacles and uncooperative people. Communicates confidence to others. Is not distracted by negativity. Demonstrates a sense of humor and perspective about setbacks.

V. Work Experience and Education

- High School diploma and/or equivalent work experience
- Knowledge of database and word processing programs: Microsoft Office and Google Suites
- Satisfactory background check.
- Ability to work some evenings and weekends.

VI. Physical and Mental Requirements

- Must be able to listen and communicate effectively in person and over the telephone.
- Utilize office software, computers and office equipment.
- Ability to multi-task and prioritize.
- Perform gracefully and accurately with frequent interruptions.
- Maintain composure and patience when dealing with others.