



Position Name: Office Assistant

The Office Assistant is central to providing a respectful and caring environment for the Sky Valley Family and Community Resource Center. Incumbent is responsible for determining the nature of the clients' request (senior services, youth services, housing, emergency services, etc.), and provides administrative duties as assigned.

Principal Activities - Office

- Answers phones, welcome and greet all walk-in clients and public in a timely and friendly manner.
- Take messages, notifying staff regarding their appointments, answer basic questions regarding program, etc.
- Ensure accurate inventories as needed.
- Data Entry into Excel and/or ServicePoint.
- Conduct assessment of client situation, determine type and level of emergency service needed, and refer as required.
- Provide information and referral for clients when the program has no ability to assist with their presenting needs.
- Maintain strict confidentiality.

Qualifications:

1. Have or working towards High school diploma or equivalent.
2. Position requires understanding of computers.
3. Microsoft Excel, Publisher and Word preferred but can be taught.

4. Effective oral and written communication skills, good customer service skills with the ability to professionally, patiently and respectfully work with low-income families and individuals requesting help.
5. Strong attention to detail along with strong organizational skills.
6. Must be able to prioritize and multitask and handle many interruptions throughout the work day with patience and good humor.
7. Experience working in an office environment providing clerical functions (typing, filing, photo copying, etc.) is desirable, but can be taught.
8. Knowledge of the area and be familiar with East County resources is desirable, but can be taught.

Effect of End Result:

1. Families and individuals will have received quality customer service care.
2. Accurate collection of program data.
3. Accurate and agency appropriate outreach for programs.

PHYSICAL DEMANDS/WORKING CONDITIONS:

The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

1. While performing the duties of this job, the employee is frequently required to read, speak, stand, lift, walk, sit and use a computer keyboard and monitor.
2. Must be able to effectively communicate with co-workers and clients.
3. Must be able to reach above head and perform repetitive movements.
4. Must be able to drive or have reliable transportation for off-site meetings and events.
5. Will be required to lift items up to 60 lbs. consistent with regular office environments.

Location: Sky Valley Resource Center

Opportunity Type: All

Contact: <mailto:info@voaww.org>