



JOB DESCRIPTION

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| <u>TITLE:</u> | Office Assistant, Wagner |
| <u>CATEGORY/DEPT:</u> | Early Education |
| <u>REPORTS TO:</u> | Early Education Administrative Manager |
| <u>REPORTING STAFF:</u> | No |
| <u>STATUS:</u> | Non-Exempt |

AGENCY OVERVIEW:

Allies for Every Child (Allies) exists to give at-risk children and children living in poverty the foundation they need to increase their life choices and lead fulfilling lives. For over 30 years, Allies has been providing thousands of at-risk children and their families with critical, high-quality early education programs (including comprehensive Early Head Start services), family strengthening interventions, foster care and adoption services, and a range of vital, integrated services, including educational assessments, disabilities screenings, nutrition, dental and vision screenings, mental health and pediatric health consultations.

JOB SUMMARY

The Office Assistant greets and assists visitors, families, and staff in face-to-face interactions or by telephone, serving as the first point of contact, and provides administrative support to the Early Education Administrative Manager in service of Allies' early education programs; supporting with intake forms, family fees and general clerical tasks

ESSENTIAL JOB DUTIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide a welcoming atmosphere for all parents, visitors, students, and other guests arriving at the Center
- Diligently and attentively greet and assist all parents, visitors, students, and other guests entering the Center
- Perform a variety of clerical tasks including data input, faxing, filing, copying, running errands, assembling and labeling files/binders, form completion and document revision, collecting parent fees
- Answer, screen and direct all incoming calls to the Center. Ensure clients calling in reach the appropriate staff member and/or external partner agency to help address their need. Track referral calls if required
- Direct and provide information to visitors and parents
- Prepare letters and mailings for the Center as assigned
- Oversee order and neatness in the reception area
- Maintain and update calendar for conference room requests and room set-up
- Organize and distribute incoming mail to the Center
- Maintain confidentiality and appropriate boundaries with all families
- Be punctual, present, and professional during work hours
- Regularly check and monitor fax and copy machines to ensure they are functional for staff use; shred documents as appropriate/needed
- Accept enrollment and recruitment applications and forward as appropriate
- Support enrollment and recertification process: manage enrollment team calendars; schedule initial and recertification appointments for families; conduct employment verification; distribute recertification packets
- Keep track of availability of early education slots; monitor waitlist/follow up on families' continued interest
- Process family fees, invoices, credits and adjustments
- Send Notices of Action to families as needed
- Maintain and refill parent flyer and resources in front lobby as needed
- Assist with general organizational or computer-based projects

- Assist with file review in preparation for audits as needed
- Staff must believe in and act in accordance with both the Agency's and the program's mission statements
- In accordance with our "team" philosophy, the person filling this position may occasionally be required to carry out or assist with other tasks in addition to the duties listed on this job description.

QUALIFICATIONS & EDUCATION:

- High school diploma or equivalent required; AA/BA preferred
- Bilingual in English/Spanish - speaking and in writing required
- Knowledge of administrative and clerical procedures
- Knowledge of advanced computer and relevant software applications
- Knowledge of customer service principles and practices; customer service-oriented
- Pleasant, professional speaking manner on the phone and office experience
- Professional personal presentation
- Ability to effectively organize and plan
- Self-starter; detail oriented
- Dependable and reliable
- Able to thrive in a fast paced environment
- Fingerprint background clearance (DOJ, FBI & Child Abuse Clearance Index), or approved exemption
- Successful completion of pre-employment physical, PPD risk assessment, proof of immunizations for pertussis, measles and influenza (can decline)
- Access to reliable transportation required

FOR CONSIDERATION: Send cover and resume to humanresources@alliesforeverychild.org

Full benefits package offered including 100% employer contribution to: Health - Kaiser or Anthem, Dental, Vision; 401k with employer match; Employee Assistance Program, Professional Development, 12 paid holidays, sick leave, vacation, personal days for anniversary of employment and birthday.

Allies for Every Child actively seeks candidates who reflect the rich diversity of the communities that we serve. We are committed to a work environment that embraces and promotes individuality and inclusion. We believe that diversity and inclusion of varied perspectives, backgrounds, and life experiences is essential to our organization's effectiveness, and allows us to serve our clients in the respectful, responsive, and understanding way that they deserve. We define diversity in broad terms to include race, ethnicity, age, gender, religion, sexual orientation, gender identity and expression, disability, geography, socio-economic status and other unique attributes that make us who we are.



Allies for Every Child has achieved accreditation through the Council on Accreditation (COA). This means our programs, services, administration, and management have been rigorously evaluated and meet best practice standards. Visit www.COAnet.org to learn more about COA Accreditation.