



JOB DESCRIPTION

<u>TITLE:</u>	Office Assistant (Slauson)
<u>CATEGORY/DEPT:</u>	Administration
<u>REPORTS TO:</u>	Operations & Volunteer Manager
<u>REPORTING STAFF:</u>	None
<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 early childhood mental health supports, educational assessments, disabilities screenings, nutrition, dental and vision screenings, and pediatric health consultations.

JOB SUMMARY:

The Office Assistant greets and assists visitors, clients, and staff in person or by telephone, serving as the first point of contact at Allies. This position also performs general clerical support such as filing, mailing distribution, phone support, data entry, basic document creation and other program and operational support as needed. This role works closely with the Operations Coordinator.

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 and attentive atmosphere for all parents, visitors, and other guests arriving to the agency
- Conduct health screenings and daily disinfecting as required by Allies for Every Child's COVID-19 precautions and protocols
- Answer, screen and direct all incoming calls to the agency; ensure clients calling in reach the appropriate staff-member and/or external partner agency to help address their need; screen/track referral and placement calls, if required, for early childhood education and resource family approval programs; maintain a visitor sign in/out log.
- Timestamp and distribute all incoming mail, transport mail and interoffice communications to and from the Allies Slauson and Wagner offices (and Brunswig site as needed); create postage for outgoing mail, update postage logs for finance team; process all checks that come in, including parent fees and donations; create and/or mail parent receipt letters.
- Support coordination of office supplies orders, equipment and material for Allies sites and programs as needed
- Support order and distribution of gift cards as needed
- Maintain inventory of general office supplies and kitchen items; acquire, distribute and store supplies.
- Maintain and update calendar for conference room, conference call and zoom meeting requests; support staff requests for special meeting room, conference phone line and zoom meeting arrangements.
- Maintain order and neatness in the reception area, playrooms, conference rooms, Slauson children's library, and other common areas.
- Restock supplies in common areas of both Slauson suites as needed
- Regularly check and monitor fax and copy machines to ensure they are functional for staff use; shred documents as appropriate/needed.
- Assist operations team as needed with any building facilities requests and monitoring the facility to ensure that it remains safe, secure, and well maintained
- Perform a variety of clerical tasks including assembling and labeling files, packets and binders, scheduling interviews, document revision, tracking and completing paperwork required for billing as needed; assist with general organizational or computer-based projects including data entry.
- Provide support for Early Education program and other Allies programs as needed

- Support with written or verbal translation as needed
- Maintain and update family contact information in Agency's "Click Send" account, and send message as needed for drills and/or emergencies
- Help facilitate fire, earthquake, and lockdown drills
- Help organize events, including but not limited to reserving conference space; ordering food; creating fliers; printing sign-up sheets; assembling participant packets; managing RSVPs/reminders; coordinating with external trainers/entertainment, preparing check requests, tracking evaluations, etc.
- Maintain confidentiality and appropriate boundaries with all families
- Be punctual, present, and professional during work hours
- 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.
- Staff must believe in and act in accordance with both the Agency's and the program's mission/vision statements, adopted theoretical frameworks, and philosophy.

QUALIFICATIONS & EDUCATION:

- High school diploma, 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
- Pleasant, professional speaking manner on the phone and office experience
- Professional personal presentation
- Customer service orientation
- Organizing and planning
- Gives close attention to detail
- Takes initiative
- Dependable and reliable
- Able to thrive in a fast-paced environment
- All employees, regardless of position, serve as role models for children and adolescents who are served by our agency, and must at all times be able to function effectively with children, adolescents and adults who may have mental or behavioral health challenges.
- Fingerprint background clearance (DOJ, FBI & Child Abuse Clearance Index), or approved exemption
- Successful completion of pre-employment physical, PPD test/risk assessment, proof of immunizations for Covid-19, pertussis, measles and influenza (can decline)
- Class "C" driver's license, proof of insurance, access to reliable transportation required, and insurable under Allies for Every Child vehicle insurance policy

#BECOMEANALLYTODAY!

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

Full Benefits Package offered including:

- *Competitive pay*
- *100% employer contribution to: Health - Kaiser or Anthem, Dental, Vision*
- *401k retirement plan with employer match*
- *Employee Assistance Program*
- *Professional Development*
- *12 paid holidays, sick leave, vacation, and 2 personal days for anniversary of employment and birthday*
- *Opportunities for growth and advancement*
- *Initial and ongoing training/mentorship to all employees*