

BILINGUAL DEVELOPMENT ADMINISTRATIVE ASSISTANT

REPORTING TO: TITLE/NAME:	DEPARTMENT/DIRECTOR NAME:
MICHELLE BALDWIN	14-DEVELOPMENT, THERESA GARCIA
REQUISITION ID NUMBER:	ANTICIPATED START DATE/SALARY RANGE:
14-(TBD)	09/16/2024

JOB SUMMARY

Florence Crittenton Services is seeking a dedicated and compassionate *Bilingual Administrative Assistant* to join our Development Team. The Administrative Assistant is responsible for the receptionist, clerical, and administrative tasks of Florence Crittenton Services and particularly for the volunteer and in-kind donation programs. The Administrative and Volunteer Assistant reports to the Volunteer and Special Events Manager.

FLOCRIT COMMUNITY VALUES:

*Mission Focused
Teamwork*

*Respect
Learning & Development*

*Fun & Celebration
Ownership & Accountability*

ROLE RESPONSIBILITIES

- Greets students, volunteers, and all visitors with a positive demeanor
- Answers low to mid-volume main phone line with professionalism, ensuring calls are being routed accurately is necessary
- Maintains a clean and presentable front office/lobby area
- Processes outgoing packages, mail, etc., and distributes all incoming mail and deliveries
- Records and processes checks; working with Senior Leadership
- Processes “*In-Kind*” donations, ensures the capacity is acceptable receive donations, and processes larger item for family services
- Supports the Volunteer Team to grow and cultivate the volunteer program and supports with the interview, onboarding, and coordination of individual volunteers and volunteer groups
- Builds and maintains strong relationships with vendors, volunteers, students and others
- Takes initiative to own front office expectations
- Communicates with all campus administrators
- Collaborates with Student Support Team and works with Family Advocates to gain notice of their onsite appointments and standardizing/streamlining a communication process
- Performs other duties as needed

CORE SKILLS & COMPETENCIES

- Ability to consistently promote, support, work, and act in a manner in support of Florence Crittenton Services’ vision, mission, and values.
- Strong customer service and relationship building skills, cultural humility, and interpersonal skills on the phone, in person and written correspondence
- Knowledge of Microsoft Office Suite including Word, Excel, PowerPoint and Outlook
- Strong organizational and time management skills and is detail and results oriented
- Excellent verbal and written communication skills in both English and in Spanish
- Ability to comfortably interact with community groups and businesses on behalf of organization

EDUCATION & EXPERIENCE

- Fluent in Spanish (Written and Verbal)
- Diploma or equivalent required (GED)
- 2-Years preferred, working in front office general administrative experience
- Must have reliable transportation

BILINGUAL DEVELOPMENT ADMINISTRATIVE ASSISTANT

- Must have a valid driver's license
- Satisfactory results to state background check will be required prior to the start of employment

PHYSICAL REQUIREMENTS

- Position is an in-office full time role, no weekends (special events may require working a weekend)
- Ability to be moving around during family engagement/staff events, on and off campus
- Prolonged periods of sitting or standing at a desk and working on a computer for 8 hours
- Must be able to lift up to 50 lbs.

BENEFITS & COMPENSATION

- Excellent Health, Dental, and Vision
- Generous Paid Time Off
- Company Paid Holidays
- Match to 401K Contribution
- Short-Term & Long-Term Disability
- Employee Assistance Program
- Employee Referral Program
- Competitive Salary, starting at \$25.00 an hour



DISCLAIMER:

Florence Crittenton Services prohibits discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.