



## JOB DESCRIPTION

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<b><u>TITLE:</u></b>	Office Assistant
<b><u>CATEGORY/DEPT:</u></b>	Administration
<b><u>REPORTS TO:</u></b>	Operations Manager
<b><u>REPORTING STAFF:</u></b>	No
<b><u>STATUS:</u></b>	Non-Exempt

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### **AGENCY OVERVIEW:**

Westside Children's Center (WCC) 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 25 years, WCC 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, 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. This position also performs general clerical support such as filing, mailing distribution, phone support, data entry, basic document creation and program support as needed; and assists and directs visitors and families as they arrive as well as respond to questions and requests via phone, in-person, fax, or email to support the general office/Center workflow.

### **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.

- 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
- 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
- Assist with organizing events, including but not limited to reserving conference space; creating flyers; printing sign-up sheets and assembling participant packets
- Prepare letters and mailings for the Center as assigned

- Oversee order and neatness in the reception area, work rooms, children's library and other common areas
- 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
- Coordinate supply orders for the Wagner office for office supplies, equipment, and material
- Acquire, distribute and store supplies
- Maintain inventory of general office supplies
- Regularly check and monitor fax and copy machines to ensure they are functional for staff use; shred documents as appropriate/needed
- Respond to building/classroom facilities requests
- Work closely with Maintenance crew to ensure work orders are complete
- Accept enrollment and recruitment applications and forward as appropriate
- Maintain and refill parent flyer and resources in front lobby as needed
- Monitor the facility to ensure that it remains safe, secure, and well-maintained
- Maintain inspection logs for fire, alarm and pest control.
- Help track and complete paperwork required for billing 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 graduate
- 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 and PPD risk assessment
- Class "C" driver's license, proof of insurance and access to reliable transportation required

*Westside Children's Center is an equal opportunity employer and encourages all applicants and seeks to hire qualified staff who reflect the rich diversity of the communities we serve. We define diversity in broad terms to include race, ethnicity, nationality, age, gender, religion, sexual orientation, gender identity and expression, disability, geography, socio-economic status and other unique attributes that make us who we are.*

**FOR CONSIDERATION:**

Send cover letter and resume to [hr@westsidechildrens.org](mailto:hr@westsidechildrens.org)