



Administrative Support Specialist
Full-time: 40 Hours/Week; Non-Exempt
Reports to: Asset Manager

POSITION SUMMARY:

This position provides reception and administrative services for the Catholic Charities Clark Family Center. The Administrative Support Specialist serves as the primary individual responsible for information and referral services to callers as well as potential clients looking for resources and/or services at the Clark Family Center, as well as other Catholic Charities locations including El Programa Hispano Católico and the Salem / Keizer Refugee Resettlement satellite office. This position serves as the first representation of the Agency to incoming clientele and visitors; and therefore must embody the values and principles of the organization.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Main entry receptionist in the Clark Family Center (CFC). Greet incoming clients and guests and direct them to appropriate locations within the building. Explain Catholic Charities programs and services to interested guests.
- Answer incoming telephone calls and route appropriately.
- Provide information and referral services (including emergency assistance services as appropriate and available) to agency clientele.
- Provide administrative support services to the Asset Manager and Facilities Coordinator, including but not limited to:
 - Data entry related to information and referrals
 - Create and maintain Excel tracking spreadsheets
 - Coordinate the scheduling of meeting rooms, vehicles and the OMSI calendar.
- Maintain Agency phone directory and staff picture directories
- Responsible for Agency security badge processes, including taking photos, printing, issuance to employees and manage guest badges.
- Serve as an active contributing member of the Safety Committee and active participant with emergency evacuations.
- Responsible for maintaining and updated kitchen duty assignments for CFC location.
- Responsibility for vending machines; coordinate with vendor and ensure stock is maintained.
- Backup for processing outgoing mail for all programs of Catholic Charities/CFC location.
- Backup for meeting room preparation, including moving walls, tables and chairs accordingly.
- Support the overall mission of Catholic Charities.
- Other duties as assigned.
- Work schedule of Monday through Friday 8:30am to 5:00pm.

QUALIFICATIONS:

- Bilingual writing, speaking and translation skills in English and Spanish required.
- Minimum of two years of demonstrated success as a Receptionist or Administrative Assistant; preferably in a non-profit social service environment. Associate's Degree or higher preferred.
- Knowledge of available community resources strongly preferred.
- Working knowledge of effective reception and customer service practices and experience in operating multi-line phones.
- Ability to greet and work with members of diverse ethnic and cultural backgrounds and have a strong customer service orientation.

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- Must be able to organize and prioritize work, be proactive, take initiative, resolve problems, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner.
- Demonstrated judgment and discretion in dealing with confidential matters.
- Ability to communicate concisely and effectively, both verbally and in writing.
- Strong attention to detail.
- Strong computer skills with demonstrated proficiency (intermediate to advanced) in Microsoft Word, Excel, Outlook; as well as PowerPoint and Publisher.
- Self-motivated and able to work independently with little supervision; while able to work effectively in a team environment.
- Ability to work creatively and flexibly in a changing organization.
- Ability to support organizational and program specific mission and goals.
- Ability to lift 40 pounds.
- Must have driver's license, access to vehicle and ability to obtain automobile insurance at levels required by agency (100/300/100).
- Satisfactory results from criminal, civil and/or motor vehicle background check required

COMPENSATION: Commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 12 paid holidays, retirement plan, free parking and more.

TO APPLY: Please complete Catholic Charities application form (available online at www.catholiccharitiesoregon.org), and submit, along with cover letter and resume, to: *Catholic Charities, Attn: Human Resources, 2740 SE Powell Blvd, Portland, OR 97202*. Or send to jobs@catholiccharitiesoregon.org.

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