



## EMPLOYMENT OPPORTUNITY

KYCC is committed to meeting the needs of the multicultural Koreatown community. We believe that delivering effective programs requires support staff that has the same passion and commitment as those who provide direct services. We expect our administrative staff to be respectful and flexible and to be driven to achieve their personal and professional goals.

We endeavor to be an employer of choice and are looking for candidates who will make an immediate and lasting contribution. We have been serving our diverse community for more than 45 years, and if you're passionate about using your skills and experiences to support our mission, we'd like to meet you.

### FamilySource Center: Administrative Assistant (Full- time, Non- exempt)

**Unit:** Community Economic Development Services (FamilySource)

**Reports To:** FamilySource Coordinator

**Positions Available:** 1

**Posting Date:** 03/01/2024

**Salary:** \$22.50 -26.00 hourly DOE

**Summary:** Under the supervision of the FSC Coordinator is responsible for providing administrative support which includes answering incoming phone calls, scheduling clients, attending to incoming visitors, other roles related to providing information about programs and services, and assisting with data entry. Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a full-time, non-exempt position typically working about 40 hours a week.

#### **Duties / Responsibilities:**

- **Oversee flow of staff persons, visitors, and clients accessing FSC services:**
  - Implement the policy and procedure for client intake.
  - Train staff and volunteers on the policy for client intake.
  - Oversee and provide feedback to staff and volunteers serving at intake.
  - Supporting KYCC programs and services in the coordination of meetings and trainings.
- **Handle all incoming telephone calls by:**
  - Scheduling client appointments.
  - Making reminder calls to clients about their appointments and what to bring to their appointment.
  - Providing information about services and how to qualify for services to clients.
  - Receiving and directing all incoming telephone calls as appropriate.
- **Provide administrative support to the FSC team by:**
  - Inputting information into client database.
  - Use of office equipment, like computer, scanner, fax, email, label maker, etc.
  - Creating forms, flyers, and other documentation using Microsoft Word, Excel, Google Docs, jotform, etc.
  - Typing reports and other documents related to the operations of the FamilySource Center Department.
  - Processing and distributing all incoming and outgoing mail.
- **Attend relevant meetings and trainings.**
- **Other duties as assigned by the FSC Coordinator.**

**Minimum Requirements / Qualifications:**

- Bilingual **Spanish** and English are required.
- A High school diploma or equivalent with at least two (2) years relevant work experience.
- Ability to organize and prepare documentation in a timely manner.
- Available weekdays 9:00 am to 5:30 pm
- Ability to use good judgment and discretion with sensitive information.
- Possess initiative, flexibility, and the ability to work under pressure and without direct supervision.
- Proficient working knowledge of the use and operation of personal computers.
- Strong interpersonal, organizational, written and communication skills.
- Attention to detail and process-oriented.
- Ability to handle multiple tasks in a fast-paced environment.
- Strong commitment to working with a multicultural community.
- Ability to work collaboratively with others and a willingness to participate fully in the team process.
- Proof of passing a TB test and Live Scan fingerprint clearance.
- Proof of eligibility to work in the United States.
- Physical requirements: seeing to inspect written documents; ability to communicate with KYCC staff, clients and public; sitting and standing for extended periods of time; bending, kneeling and reaching to retrieve and replace files; and dexterity of hands and fingers to operate office equipment.

**Desired Qualifications:**

- A Bachelor's degree from an accredited College or University.
- Relevant college level courses completed, preferred.
- Experience serving low-to-moderate income families and seniors.
- Experience in the use of database applications.

To apply, please submit a **cover letter and resume**.

**SUBMIT AN APPLICATION**