

The Children's Law Center
Job Description

Job Title: Office Administrator/Program Support Associate

Purpose:

The Office Administrator/Program Support Associate supports the staff, manages essential office functions, serves as primary receptionist to callers and visitors, helps callers to identify, and provides referrals for, agencies and organizations that may address the callers' specific needs and circumstances, and acts as Spanish interpreter/translator for program staff and clients. This position requires strong communication skills in both English and Spanish. This position reports to the Deputy Executive Director.

Primary Job Responsibilities:

Client and Community Relations –

Represent the Law Center professionally and effectively, serving as a first and often recurring point of contact for and cultivating positive relationships with clients, vendors, volunteers, and other community members.

Staff the reception desk, usually working from that location, and manage calls remotely when working elsewhere in the office:

- Screen visitors via security door and access buzzer
- Warmly greet and assist visitors
- Ensure visitors sign in and out
- Validate parking
- Receive deliveries
- Receive and route phone calls to internal program staff
- Collect initial information and documentation from callers to aid program staff in screening potential clients
- Provide information and referrals to callers needing assistance or information from outside agencies and organizations.

Staff Support –

Provide skilled and professional support to the staff and the Board of Directors.

Coordinate travel, meetings, trainings and orientations.

Manage calendars upon request.

Draft written documentation and correspondence to support litigation upon request.

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Perform research and special projects to support policy and litigation upon request.

Financial Support –

Record, report and deliver bank deposits.

Prepare client invoices.

Process client direct payment transactions in person and/or over the phone.

Work with finance staff to collect outstanding client receivables.

Translation and Interpretation

Provide skilled Spanish language interpretation and translation support for programs and telephone calls as needed.

Attend meetings and telephone calls with program staff to interpret conversations with Spanish-speaking clients.

Translate documents between English and Spanish.

General Office Management –

Respond to various needs and requests of office staff, prioritizing and delegating as appropriate.

Manage certain recurring vendor relationships; placing orders, troubleshooting, and ensuring follow-through as appropriate.

Understand the use and maintenance of office technology such as telephones, client database, copiers, projectors and phone systems. Serve as a knowledgeable resource to staff and service providers.

Manage general use of office and kitchen supplies, monitoring stock levels and assisting in cost containment.

Oversee common area and kitchen organization/cleanliness, including regular removal of recyclables.

Coordinate internal meetings and events, including general conference room scheduling.

Assist with external meetings, trainings and events as needed.

Record and maintain staff meeting minutes.

Collect and distribute daily inbound and outbound mail.

Maintain specified filing and archive management.



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Educational Requirements:

Bachelor's degree preferred.

Experience and other Requirements:

Must have a minimum of one year experience in a fast-paced, professional, customer-focused office environment, including demonstrated success serving as administrative support to staff.

Demonstrated excellent comprehension and communication skills, both written and verbal, in both English and Spanish. *Given the nature of our work, callers and visitors may raise sensitive and sometimes upsetting subjects and may occasionally communicate in an emotional or hostile manner. The ability to calmly and effectively communicate with a variety of people and ensure mutual understanding is crucial to this role.*

Demonstrated multi-tasking and analytical skills, with the ability to anticipate issues, discern priorities and respond quickly when needed.

Demonstrated attention to detail and excellence in content and presentation.

Demonstrated ability to work effectively both independently and collaboratively.

Demonstrated ability to follow direction well, and seek guidance as appropriate.

Demonstrated basic to advanced competency in Microsoft Outlook, Microsoft Word, Microsoft Excel and other general computer operations.

QuickBooks or similar bookkeeping application experience preferred.

Compensation Range: \$31,000 - \$37,000 per year + benefits

EEO Statement:

The Children's Law Center does not discriminate in employment opportunities or practices on the basis of age, race, religion, sexual orientation, gender, gender expression, national origin, disability, veteran status, genetic characteristics or information, or any other characteristic protected by law.

To apply: Send your submission via email to RFons@childlawcenter.org, noting the job title in the subject line. Submissions will be accepted through March 20, 2019.