

Laoch Services LLC offers the opportunity to provide Front Desk Clerk support to the Military & Family Readiness Center at Altus Air Force Base.

The M&FRC (Clerk) shall serve as the initial point of contact and shall provide general administrative duties for the M&FRC, to include answering phones, taking messages, assisting customers with faxing approved material, responding to email messages and other virtual inquiries. The Clerk shall provide effective, efficient, and immediate transactional service to customers who seek assistance in the M&FRC. The Clerk shall meet and greet customers upon entry to M&FRC ensuring all are logged into AFFIRST and administered the Statement of Understanding (SOU) and/or Personal Readiness Inventory (PRI) to assess customer needs and appropriately refer them to M&FRC staff members for immediate one-on-one consultation or by appointment for further consultation. The Clerk will perform administrative tasks to include printing, copying/collating, folding, stapling and envelope addressing/mailing. The Clerk shall assist the M&FRC staff in providing a full range of services to include transition assistance, employment assistance, relocation, financial, family life, special needs family members, voting assistance, volunteer resources, and personal and family readiness to authorized patrons seeking assistance at the M&FRC. The Clerk will maintain knowledge of and connection with on and off-base helping agencies and resources for customer referral.

The Clerk shall manage all resources within the front office, lobby, and common areas at the M&FRC, ensuring up to date materials are available for customer self-help and referral in support of all M&FRC programs and base/community services and special events. Clerk will ensure all printers/copiers are supplied with paper and toner, notifying M&FRC Chief or NCOIC when more supplies are required.

The Clerk shall be competent on all Microsoft Office products and the use of Canva or other commercial site for creating marketing materials supporting M&FRC program areas. The Clerk, at a minimum, will compose a monthly workshop calendar and a classroom usage calendar and will ensure coordination with all M&FRC staff for both products.

The Clerk will provide administrative support to the Altus AFB Transition Assistance Program (TAP) team; data input, gathering/producing materials for workshops and other administrative tasks related to databases specifically utilized in TAP. Desk-side training on databases will occur after it is deemed the Clerk has a solid general understanding of the overall scope of the M&FRC services.

The Clerk is responsible for general housekeeping in all common areas and classrooms within the M&FRC as well as maintaining the M&FRC marketing tables in the common area of Building 52. Areas should have a professional appearance.

The Clerk shall attend and record weekly M&FRC staff meetings. Meeting notes will be completed and provided to the Chief of M&FRC within 2 working days after staff meeting for dissemination to personnel.

Personal Security – position requires that the Clerk be able to obtain and maintain a Public Trust clearance in order to operate an account on the AF network.

Education – HS diploma or GED (required), college education (preferred).