



JOB DESCRIPTION  
Family Resource Center  
Administrative Assistant

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| JOB TITLE  | <b>Family Resource Center<br/>Administrative Assistant</b> | DEPARTMENT | <b>220</b> |
| REPORTS TO   | <b>Family Resource Center Manager</b>                      |            |            |
| STATUS   | <b>Non-Exempt</b>  |            |            |
| WORK HOURS PER WEEK<br>(May Include Evenings<br>and Weekends). | <b>25-40 Hours per Week</b>                                |            |            |

This position is a key component to administrative operations of the Family Resource Center “FRC”. The incumbent must display professional integrity and encourage and contribute to the mission of Alpha through supporting families, creating opportunities, and fostering belonging. Employee must value community partnerships and demonstrate respect for all individuals, encourage individual and family engagement. Incumbent must promote a positive environment for all individuals, fellow employees, visitors, and all others encountered within the scope of the position.

**ESSENTIAL ADMINISTRATIVE DUTIES AND RESPONSIBILITIES:**

1. Maintain confidentiality
2. Manage calls to the Family Resource Center, take detailed messages and direct callers to appropriate team member
3. Obtain intake information for forwarding to team member
4. Prepare documents for FRC team. Copy, scan and email as needed
5. Coordinate scheduling of events and meetings
6. Oversee data entry, utilization of in-house data base
7. Support management in development of reports, billing, and program evaluation
8. Support implementation of outreach efforts to promote family engagement and community partnerships
9. Ensure accurate communication is shared among team, organization and with community partners
10. Assist manager and team with coordination, implementation and hosting of special events and trainings
11. Review and update resource publications, meeting notices, training manuals
12. Assist FRC team with maintenance of office inventory
13. Assist manager with office requisition of supplies and staff requests

14. Support orderly access to files and resources
15. Clean and maintain an orderly work area and take responsibility for maintaining clean and safe general use areas
16. Assist with preparation, coordination and participation in team meetings including local and out of area professional development, travel and invoicing.
17. All other duties as assigned

SUPERVISORY RESPONSIBILITIES: None

Employee will report to FRC Manager, and:

1. Display professional integrity and represent Mission and philosophy of Alpha Resource Center (ARC);
2. Demonstrate respect for all individuals and encourage culturally responsive family and participant support;
3. Promote a positive and respectful environment for participants, fellow employees, visitors, and all others encountered with the scope of their job;
4. Prepare and maintain a safe, clean and organized work setting; and
5. Take responsibility for maintaining clean and safe general use areas.

Employee must be familiar with:

1. Job Description;
2. Personnel Policies in Employee Handbook;
3. ARC Purchasing procedures;
4. Safety procedures and practices; and
5. Resource Center schedule and operational practices.

## **HOURS OF WORK**

Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required.

Attendance at departmental meetings and general staff meetings is expected.

## **QUALIFICATIONS**

The employee must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

- Eligible to work in the United States
- Valid CA driver license with evidence of insurance
- COVID-19 vaccination or medical/religious exemption
- Basic knowledge of office practices and office equipment
- Strong proficiency in Microsoft office including Word, Excel, Outlook, PowerPoint, etc.

- Ability and willingness to learn new software and/or computer programs
- Excellent keyboarding skills, spelling, grammar, and communication skills both oral and written
- Ability to safeguard confidential information obtained during employment
- Ability to work both individually and as a team member and prioritize work
- Ability to transfer data accurately, in the required format, and in a timely manner
- Ability to perform online research for resources and information for publications
- Ability to work independently and with careful attention to detail
- Must be able to establish rapport and communicate with clients of diverse cultural and educational backgrounds

### **EDUCATION and/or EXPERIENCE**

Combination of education and experience demonstrating ability to perform essential duties is required. Experience working with systems related to social services and developmental disabilities helpful

### **LANGUAGE SKILLS**

The ability to read and speak English clearly is mandatory. The ability to communicate information to other employees, clients, family members as well as management in a clear and concise manner is essential. The ability to speak Spanish is highly desirable.

### **REASONING ABILITY**

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

### **PHYSICAL DEMANDS**

The employee must have the upper body strength to be able to safely lift and/or move up to 25 lbs. unassisted.

The employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate a computer keyboard as well as see a computer monitor display screen. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.

### **WORK ENVIRONMENT**

The work environment would be generally described as an office setting. Occasional trips off-site to work in a community setting are required. The ability to move within all of these areas is required in the execution of the employee's functional activities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work

environment is usually moderate and the illumination of the work area is primarily with fluorescent artificial lighting.

*Employment is by mutual agreement of the employer and employee. Employment may be terminated with or without cause and notice, at either the option of the employee or employer. Employer and employee further agree that no manager, supervisor or employee of Alpha Resource Center of Santa Barbara has the authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will.*

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|                     |           |      |
| EMPLOYEE PRINT NAME | SIGNATURE | DATE |
|                     |           |      |
| HR MANAGER          | SIGNATURE | DATE |
|                     |           |      |
| EXECUTIVE DIRECTOR  | SIGNATURE | DATE |