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https://www.montgomerycountymd.gov/HR/Recruitment/MCGCareers.html/

Job:
IRC53489

Description

Job Title	Gilchrist Center Office Assistant; Grade S7
Location	Rockville, MD, US
Organization Name	Community Engagement Cluster/Office of Community Partnerships
Medical Exam	Medical History
Background Investigation	No
Financial Disclosure	No
Job Description	

CLOSING DATE: Open Until Filled

This is a part-time, intermittent position for the Gilchrist Immigrant Resource Center. The Gilchrist Immigrant Resource Center is Montgomery County's welcome center for immigrants. The selected candidate will be responsible for welcoming residents from diverse cultural backgrounds and providing information and referral services with high quality customer service in person and by phone.

Part-time hourly pay rate is $18.96 to $23.52. Please note that hours will vary and there will be no set schedule. Work will be scheduled on an as-needed basis.

[The Gilchrist Center Office Assistant](#) will support Center staff with administrative and programmatic work. The selected candidate is expected to multi-task in a busy office environment and must have the ability and flexibility to work during the day, evenings and weekends at the different locations (Wheaton, Gaithersburg, or East County sites), work independently as well as on a team, and have excellent computer skills including Microsoft Suite products, use of a photocopier and keyboarding.

 Some of the duties required:

 Providing information and referral assistance in person and by phone in both English and Spanish to immigrant residents of diverse backgrounds concerning available services and programs provided by government agencies and community organizations

 Identifying issues via active listening, answering questions and providing suggestions to clients as to how to address issues

 Researching, collecting, organizing and disseminating referral and resource information

 Providing administrative support including accurate data collection, entry and review for reports, procurement activities, facility management, etc.

 Providing programmatic support: creating marketing materials, program registration, program coordination, client relations, etc.

 Using effective communication with prospective and existing volunteers, staff and partner agency staff

 Staffing occasional Gilchrist Center outreach activities at external events

 Bilingual or multi-lingual applicants are encouraged to apply.

Additional Employment Information

Effective August 30, 2021 all new hires will be required to provide proof that they are fully vaccinated against the COVID-19 virus prior to their first date of employment. Individuals who are unable to be vaccinated should contact OHR@montgomerycountymd.gov to discuss possible accommodations.

OHR reviews the minimum qualifications of all applicants, irrespective of whether the candidate has previously been found to have met the minimum requirements for the job or been temporarily promoted to the same position. This evaluation is based solely on the information contained in the application/resume submitted for this specific position/IRC.

Montgomery County Government is an equal opportunity employer, committed to workforce diversity. Accordingly, as it relates to employment opportunities, the County will provide reasonable accommodations to applicants with disabilities, in accordance with the law. Applicants requiring a reasonable accommodation for any part of the application and hiring process should contact the Office of Human Resources via email to OHR@montgomerycountymd.gov. Individual determinations on requests for reasonable accommodation will be made in accordance with all applicable laws.

Montgomery County Government also provides hiring preference to certain categories of veterans and veterans/persons with a disability. For more information and to claim employment preference, please refer to the Careers webpage on Hiring Preference.

All applicants will respond to a series of questions related to their education, relevant experience, knowledge, skills and abilities required to minimally perform the job. The applicant's responses in conjunction with their resume and all other information provided in the employment application process will be evaluated to determine the minimum qualifications and preferred criteria status. Based on the results, the highest qualified applicants will be placed on an Eligible List and may be considered for an interview. Employees meeting minimum qualifications who are the same grade will be placed on Eligible List as a "Lateral Transfer" candidate and may be considered for interview.

If selected for consideration for this position, you may be required to provide evidence that you possess the knowledge, skills, and abilities indicated on your resume.

Minimum Qualifications

Experience: Two (2) years of experience in a customer service environment providing direct customer service to the public.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

Preferred Criteria

The applications of those individuals meeting the minimum qualifications will be reviewed to determine the extent, relevancy of training, and experience in the following areas:

The applications of those individuals meeting the minimum qualifications will be reviewed to determine the extent, relevancy of training, and experience in the following areas:

1. Experience speaking, reading, interpreting and translating in any languages, especially the Amharic, French, Vietnamese, Chinese, Korean or Spanish, Farsi and/or Arabic languages.
2. Experience providing customer service/information and referral services, especially working directly with clients with a wide variety of cultural/ethnic backgrounds and language skills.
3. Experience multi-tasking and working independently.
4. Experience providing administrative support using office equipment such as personal computer, telephone and photocopier. Proficiency in Microsoft Suite (Word, Outlook, Excel, Access, Publisher, etc.) is a must.
5. Experience in keyboarding, data entry, cloud storage, etc.

Minimum Salary 39436
Maximum Salary 48927
Currency USD

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