

Office Support Staff / Client Services

Reports to: Executive Director (ED)

Part-Time: 24 hours/week (3 days per week / actual days to be determined 8:00 AM – 4:00 PM)

Salary: \$20–\$24 per hour, depending on experience

Primary Role

Manage the day-to-day administration of a busy non-profit customer service office during weekday hours. Serve as the front office staff and first point of contact for clients, volunteers, and visitors. Welcome all with a smile and provide necessary support.

Key Responsibilities

Administrative Support

- Process overnight voicemail and email; respond or forward messages to appropriate staff.
- Handle incoming and outgoing mail as needed.
- Answer phone calls and emails throughout the day:
 - Provide information about Council services, programs, and donations.
 - Offer referrals to other agencies when appropriate.

Program Administration

- Oversee the Community Council's Transportation/Lyft Program on 3 days per week.
- Manage the Medical Equipment Loan Program 3 days per week.

Customer and Volunteer Support

- Assist staff and volunteers with office equipment, including computers and copiers.
- Provide guidance and assistance to volunteers as needed.
- Foster a welcoming and supportive environment for customers, visitors, volunteers, and staff.

Food Pantry Support

- Assist the Food Pantry Coordinator to ensure smooth operations.
 - Answer questions about the food pantry and schedule appointments as needed.
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Skills and Qualifications

Required Skills

- **Multitasking:** Ability to manage interruptions in a fast-paced, busy environment.
- **Independence & Teamwork:** Work autonomously while collaborating effectively with staff and volunteers to promote the agency's mission.

- **Communication:** Strong written and verbal communication skills to handle tasks, produce reports, and interact professionally.
- **Problem-Solving:** Exceptional ability to address challenges effectively.
- **Technical Proficiency:** Comfortable with technology, including Office 365, Google Docs, and database management. Ability to learn new software.

Preferred Experience

- Strong organizational skills with attention to detail and the ability to see the big picture.
- Interpersonal skills to interact positively with individuals from diverse backgrounds, including international and economic diversity.
- Leadership ability to oversee and support office volunteers.
- Discretion and reliability to maintain confidentiality of agency, volunteer, and client information.

Personal Attributes

- Flexible, open, kind, trustworthy, and compassionate.

Experience

- 2–3 years in a similar role (e.g., office clerk, administrative assistant, secretary). All career backgrounds considered.

Expectation

Completion of 24 hours of online E-Tapestry database training and passing the Fundamentals of E-Tapestry exam within four months of hire.

To Apply:

Send a letter of interest and resume to **srobinson@needhamcouncil.org**. No phone calls, please.

We are an equal-opportunity employer. Visit us online at **www.needhamcouncil.org**.