



**The Chicano
Federation**

Chicano Federation of San Diego County, Inc.

JOB DESCRIPTION

JOB TITLE: Office Support Specialist

SALARY: \$17.00 to \$20.00 hourly depending on experience.

GENERAL FUNCTION:

The Office Support Specialist is an integral part of the client experience and acts as the first point of contact for our guests, in person or on the phone. In this role, the Office Support Specialist enhances the Chicano Federation by creating a welcoming atmosphere for visitors, screening and/or directing phone calls and providing administrative support to the organization as a whole.

ESSENTIAL FUNCTIONS:

- Being a positive and articulate ambassador of the Chicano Federation, inspiring confidence and creating a superior lobby experience and effective front-desk operations.
- Welcoming visitors, applicants, vendors and community members in a friendly, upbeat way.
- Receiving, directing, handling phone calls in a professional and courteous manner.
- Maintaining an orderly desk area and reception area to create a positive impression as guests pass through.
- Receiving, sorting and distributing mail across all offices. This includes regular mail deliveries along with packages and carrier services.
- Coordinating pick-up and delivery of postal and courier services.
- Providing basic administrative support as requested.
- Assisting with other related administrative duties, such as preparing purchase orders, photocopying, faxing, filing and collating.
- Filing paperwork and correspondence as directed.
- Providing staff support to other departments as needed, workload permitting
- Monitoring and coordinating use of meeting/conference/training rooms.
- Meeting vendors to provide access to facilities for deliveries, services and pickups.
- Ensure that office is stocked with supplies and oversees ordering process.
- Manages office services such as janitorial, IT, and maintenance.
- Provides support to departments as needed.
- Screens requests for assistance and forwards to appropriate staff to ensure clients get connected to resources.



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Requirements:

- Bilingual in English and Spanish preferred.
- Proficient in MS Office (especially Excel); Working knowledge of relevant software (e.g. Minute Menu) will be appreciated
- Ability to practice critical thinking with tremendous attention to detail.
- Ability to understand and anticipate staff and visitor needs, resolving issues and remaining calm.
- Excellent communications skills, written and oral.
- Ability to work effectively as part of a team as well as independently.
- Ability to communicate effectively on the telephone with the public using independent judgment, tact, and courtesy on a daily basis.
- Strong ability to multi-task in a fast-paced environment.

EDUCATION:

Associate's degree from an institution accredited by a recognized accrediting institution or the equivalent formal training.

EXPERIENCE:

A minimum of two (2) years of experience in an office environment, reception and/or other related field. Experience in a service oriented non-profit preferred.

OPERATING RESPONSIBILITY:

Must interact with agency employees at all levels in a personal and professional manner. Requires excellent communication skills to represent the agency in a professional manner. Confidentiality is of major importance for this position in dealing with clients, vendors and agency partners. Must be familiar with and comply with Child Abuse Reporting Laws. Good judgment required as well as organizational skills to handle multiple tasks in a manner to meet required deadlines. Must present a positive attitude and work independently. Values team work, flexibility and adaptability; embrace change.

CONTACTS:

Has contact with all levels of agency employees, guests and community members. Serves as the first point of contact on behalf of the organization.

WORKING CONDITIONS:

Works in an office environment. Must be able to be bonded. Must have a vehicle, current driver's license and proof of insurance.