

Position:	Administrative Assistant (Temp)	FLSA:	Non-exempt
Program/Department	Operations	FTE:	40hrs
Supervisor:	Operations & IT Director	Salary & Classification: Temp	
Location:	Santa Cruz and Monterey Counties	\$18 -\$21 per hour	

ABOUT CATHOLIC CHARITIES:

Catholic Charities of the Diocese of Monterey is a member agency of Catholic Charities USA, the largest network of social service provider in the U.S with 167 agencies nationwide and 12 in the State of California. Catholic Charities Diocese of Monterey serves the counties of Santa Cruz, Monterey, San Benito and San Luis Obispo. Catholic Charities promote equal opportunity in all employment decisions regardless of race, national origin, sex, marital status, physical /mental disability, age or other bases protected by federal, state or local law.

Programs:

The programs are: Family Support Services Program (Rental Assistance, CalFresh and Medi-Cal enrollment, Nutrition Education and other services), Tattoo Removal Program, Immigration and Citizenship Program, Disaster Relief

Mission:

Our Mission is to provide service to people in need, to advocate for social justice, and to call other people of good will to do the same.

POSITION SUMMARY:

Under the Supervision of the Operations Director, the Administrative Assistant will provide quality administrative support, perform a wide variety of clerical duties related to reception, filing, data entry, record keeping, and provide essential resources and services to people reaching out for services.

FUNDAMENTAL RESPONSIBILITIES:

Promote the mission of Catholic Charities through a commitment to its core values of compassion, service, justice, respect, integrity, teamwork and excellence.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Perform general administrative support for all programs, such as: greet clients, answer phone calls, collect service fees, conduct client pre-screenings, file and log client information, provide program information and referrals to clients, and schedule appointments among other duties.
- Communicate effectively with clients and fellow staff by using active listening skills, welcoming words, tone of voice, and positive body language, conveying empathy and Catholic Charities values
- Maintain clear records in client database and managing general filing system of office
- Prepare professional reports, memos, letters, and other documents, using word processing, excel spreadsheets, client database, or presentation software.
- Maintain supply inventory and office equipment as needed.
- Establish and maintain positive work environment and public image.
- Attend staff meetings, trainings as needed, and agency's functions.

- Other duties as assigned by the Operations Director and Executive Director.

SKILLS, KNOWLEDGE, AND ABILITIES:

- Associate's degree (A.A.) from an accredited educational institution
- 2-3 years minimum experience in a related field, including staff and volunteer experience.
- Computer proficiency in Windows environment, especially Word, Excel, PowerPoint, Office 365.
- Excellent interpersonal and communication skills both orally and in writing.
- Ability to communicate with tact, compassion and empathy. Demonstrate welcoming and friendly demeanor; appreciative and respectful of all cultures and beliefs.
- Meticulous attention to detail and multi-tasking skills required.
- Must be comfortable with frequent interruptions.
- Flexibility and willingness to take on new tasks.
- Knowledge of appropriate community resources and school systems.
- Ability to maintain strict confidentiality and exercise good judgment.
- Work independently and as a collaborative team member.
- Bilingual/Bi-literate in English and Spanish Required.
- Working knowledge of Catholic culture and structure highly desirable.

LICENCE, CERTIFICATIONS, REGISTRATIONS:

Must provide a Valid California Driver's License, transportation and current auto insurance.

OTHER REQUIREMENTS:

- Clearance of fingerprint background check is required.
- Ability to stand and be active for 2-3 hours at a time
- Occasionally lift or move up to 25+ lbs.

WORKING CONDITIONS:

- Comfortable office environment
- Some travel to other locations for meetings, training, etc.

HOURS AND OTHER CONDITIONS:

This is a non-exempt, 40hrs per week position. Occasional weekends and evenings will be required. Salary is \$18.00-21.00 per hour.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant. Because of a need to remain responsive to the needs of our clients and our Agency's operations, responsibilities may be modified at any time.

APPROVALS:

_____	_____
Direct Supervisor	Date
_____	_____
Incumbent	Date
_____	_____
Executive Director	Date
_____	_____
Human Resources	Date

