

Position Title: Office Assistant
Reports To: Finance and Operations Director
Supervises: N/A
Compensation: \$22/hr 20 hrs a week
Date Created: April 2022

Summary

Middleton Outreach Ministry (MOM) is bringing our community together to create food and housing security through action and advocacy in the West Madison, Middleton, and Cross Plains areas. The Office Assistant is responsible for maintaining a welcoming presence and providing excellent customer service at the main office front desk to all visitors, including clients, volunteers, and donors.

This position plays a critical role in supporting staff productivity and office efficiency. The Office Assistant will complete assigned tasks, respond to inquiries in a trauma-informed manner and help with administrative activities for the office.

Job Responsibilities

The Office Assistant will:

Customer Service

- Provide excellent customer service to all on-site visitors: determine nature of business, answer questions about the agency, and announce visitors to appropriate personnel.
- Welcome those looking for services, answer their questions and direct to appropriate program. Help clients coming in for appointments with intake information for the Case Managers.
- Answer incoming telephone calls to main number and forward calls to appropriate personnel. Make community referrals and provide pertinent information when necessary.
- Develop and maintain comprehensive knowledge of all programs and services within the agency.
- Schedule client appointments with the Case Managers.
- Express thanks, collect and record donations that are brought into the office.
- Maintain attractive front office and keep emergency products stocked for clients and visitors.
- Perform administrative work such as typing, filing, sorting and distributing mail.

Operations Management

- Collaborate with the Office Manager for the overall coordination of the front desk unit.
- Assess the efficiency of front desk procedures, provide feedback, and assist in the creation and revision to procedures in conjunction with the Office Manager, the Finance and Operations Director and program staff.
- Participate in the training of front desk volunteers to assure that adequate coverage is provided, considering required meetings and time off requests.

Qualifications:

We're seeking candidates who are **personable and engaging**, who are **solutions-oriented**, who can **work independently** and as **part of a team**, and who **put people and their needs first**. You:

- Must be willing to engage in personal and professional work around cultural competency and knowledge of racial justice values.

- Have experience with or ability to learn the following: de-escalation techniques, trauma-informed care, issues of mental health and substance abuse, poverty issues, and knowledge of resources available to low-income households.
- Have strong skills in organizing and planning, a demonstrated ability to work independently and exercise sound judgment and problem-solving.
- Are efficient with a strong attention to detail.
- Are adaptable and being willing to work as part of team.
- Are a self-starter with excellent interpersonal and communication skills with a talent for customer service.
- Have strong computer skills, including use of Microsoft Word and Excel, Gmail, and data entry. You learn new computer software independently.
- Are able to deal with sensitive issues in a confidential, professional, ethical, and caring manner.

Preferred Experience:

- Vocational diploma in clerical operations or office administration; or one year of related experience and/or training; or equivalent combination of education and experience.

Staff Core Competencies:

At MOM, no matter the role, we all are stewards of community resources, using them to best serve clients towards our mission and vision. To do this, we bring community members, both donors and volunteers, together to create a lasting impact. The Office Assistant is an integral part of MOM's team and all staff must demonstrate specific core competencies.

All staff are required to actively support fundraising and development efforts by participating in agency events and encourage donor relationships when possible. All staff must also exhibit excellent volunteer management skills and work collaboratively with volunteers to ensure a positive experience for the volunteer and the agency.

Physical Requirements: Primarily sedentary work, exerting up to 25 lbs. of force occasionally or a negligible amount frequently

Physical Activity: Primary working position-sitting, with occasional standing, walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near

Work/Environmental: Moderate noise level consistent with an office environment.

Personal/Physiological: Interaction with people, working around people, planning of activities, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication.

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.