



ADMINISTRATIVE ASSISTANT

Reports to: Program Manager	Pay: \$31,008 - \$40,008 (100% FTE) \$14.91 - \$19.23 per hour	Employees to be supervised: N/A
		Status: Hourly – Full Time
Location: Canoga Park, CA or Van Nuys, CA		Work Hours: Monday – Friday 40 hours/ week, some evenings and weekends required

At NEW, we believe that Poverty is a monster destroying hope and prosperity in the lives of low income communities and their families. Using NEW’s transformative approach we connect people, communities, and families to their own sense of power and economic mobility. We implement a holistic approach in all we do by addressing families' basic needs, such as finding a stable and safe place to live, to supporting ambitious plans such as purchasing a home or starting a business.

At NEW we respect and honor all families, communities and cultures. We encourage innovation and “thinking outside the box”. We expect all employees to connect, create, and celebrate by being authentic, bold, engaged and transformational.

Position Summary:

Administrative Assistant will greet, welcome customers, and serve as immediate resource to customers who walk in/call the FamilySouce Center (FSC). Engage customers and establish a true connection inquiring on FSC services. This position will assist with the implementation of the video orientation. Responsible for maintain a welcoming, orderly environment, as well as administrative and center support. Coordinator of Services will Assist with data entry and will work independently as well as within a team, on special nonrecurring and ongoing projects. All FSC-staff must understand the FSC program purpose, vision and objectives, be knowledgeable of services and resources, and engage in the following activities: outreach, intake/assessments, referrals, and customer follow up. As an ambassador for the organization, this person is also responsible for actively supporting the overall mission and vision of NEW

Duties and Responsibilities:

Customer Service:

- Create and maintain a welcoming, orderly, and neat environment
- Greet participants and visitors in a friendly, engaging and resourceful manner
- Answer incoming calls and assist or direct as necessary
- Maintain a working knowledge of in-house and community resources
- Assist with general customer applications and referrals

Administrative / Center Coordination:

- Input customer applications and assist with other data entry as needed
- Assist with the coordination of center activities, including but not limited to creating/maintaining a monthly center event calendar, booking conference rooms, and meeting set-up/clean-up
- Retrieve voice mail messages, fax/scan documents and distribute accordingly
- Process outgoing mail and distribute incoming mail
- Maintain office supplies, including but not limited to maintaining inventory, ordering supplies, and stocking machines
- Assist Center Manager with special projects as needed
- Perform other related duties as necessary
- Other duties as assigned



ADMINISTRATIVE ASSISTANT

Qualifications and Experience:

- High School Diploma
- Two year experience working in related environment
- Interest or experience in social services/community engagement
- Must be fluent in Spanish, as 50% of our clients are monolingual Spanish speakers
- Excellent customer service skills, effective oral and written communication skills
- Excellent and effective public speaking and presentation skills
- Ability to handle sensitive and confidential issues in a professional manner and manage crisis situations
- Experience working in a collaborative is a plus
- Residency in and/or familiarity with the target area and its cultural diversity are also a plus. Cultural awareness is a plus
- Ability to coordinate multiple assignments, prioritize and complete projects under short deadlines
- Self-directed and able to work independently
- Strong organizational skills
- Must be computer literate in Microsoft office software such as EXCEL, Word, PowerPoint, Access, and Publisher
- Experience in preparing spreadsheets and familiarity with their function.
- Attention to detail when entering data

Additional Requirements:

- Must have a valid California Driver's License, Liability Insurance, and an automobile in good working condition
- Fingerprinting and TB Clearance
- CPR/First Aid Certification is a plus
- Flexible with working hours, including evenings and weekends
- Fluent in Spanish Required

Apply via e-mail or website only

Submit your resume with a cover letter:

Via Website: <https://neweconomicsforwomen.org/our-job-openings/>

Via E-mail to hr@neworg.us

(Please ensure to include the position you are applying for on the subject of your e-mail)

For additional information you may contact Human Resources:

303 S Loma Drive, Los Angeles, CA 90017 | (213) 483-2060 Ext-311

E-mail hr@neworg.us

Stay Connected:



Learn more about us at: www.neweconomicsforwomen.org

New Economics for Women (NEW) creates economic and educational opportunities for single parents, families and disinvested communities as a pathway for dreams to come true.

EQUAL
OPPORTUNITY
EMPLOYER