



JOB TITLE: Office Coordinator
DEPARTMENT: African American Family & Cultural Center
REVISION DATE: March 2019
HOURS: Full Time
FLSA STATUS: Non-Exempt
EMPLOYMENT: At-Will/Regular
REPORTS TO: Executive Director
WORKS WITH: AAFCC Staff, Community Residents, Local & County Agencies
SUPERVISES: Volunteers, Gardener

BASIC PURPOSE:

The mission of the African American Family Cultural Center (AAFCC) is to “empower and embrace African American families and community by reclaiming, restoring and revitalizing our cultural heritage, values and identity. The AAFCC is a place where people convene, connect and celebrate the essence of our community in order to bring about healing to create prosperous vibrant lives.”

This individual must have a passion and vision for reclaiming, restoring, and revitalizing African American families in the Southside community. He or she will be able to demonstrate personal involvement in fulfilling some aspect of the AAFCC Mission Statement within his/her life.

The essential duty for the Office Coordinator position is answering moderate to heavy incoming telephone calls and greeting and directing people that enter the AAFCC Center. This individual should be able to present him or herself in a professional and friendly manner. The Office Coordinator will give clerical support to staff and coordinate and implement various duties as assigned.

WORKING RELATIONSHIPS:

Internal Relationships: AAFCC

External Relationships: Community Members, Local & County Agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain professionalism in line with AAFCC policies and standards.
- Answer and screen multiple phone calls; problem-solve to direct correctly.
- Welcome on-site visitors; direct and announce clients.
- Answer appropriate questions as directed about the AAFCC.
- Maintain AAFCC room reservations.
 - Track individual room use counts.
 - Track flow of clients in/out of building.
- Maintain **high level of confidentiality** as it relates to clients, personnel, the agency & all records/documents.
- Possess ability to direct community members to appropriate resources such as crisis services.
- Keep track of locations/appointments of AAFCC staff.

- Provide clerical support to AAFCC staff. Prepare agendas, set up meeting rooms, and take minutes for AAFCC staff.
- Organize and maintain file systems.
- Order and maintain supplies for AAFCC. -
- Receive, date stamp, sort, and route incoming mail and messages.
- Track and ensure payment of billings for copy and fax machines and mail/postage billing.
- Prepare bulk mailings.
- Oversee maintenance of office equipment.
- Maintain AAFCC common areas in a neat, welcoming, and clean manner.
 - Coordinate seasonal and special celebration decorations in lobby area.
 - Maintain kitchen and refrigerator.
- Keep lobby calendar, brochure racks, and information boards up to date.
- Attend staff meetings and other agency meetings as necessary.
- Perform other duties and special projects as assigned.
- Maintain updating website pictures current programs and events.
- Maintain updating of social media platforms, Facebook, Twitter, Instagram, etc...
- Supervise Garden Supervisor to make sure all paperwork and Data is being keep in order for garden grant, as well as keeping the garden operating effectively.
- Regular attendance is essential to this position.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

EDUCATION and/or EXPERIENCE:

- Minimum high school diploma or GED equivalent.
- Two years experience in a clerical office or administrative assistant position. (Prefer experience in a social work environment.)
- Residence in South side Oroville or strong ties to the South side community preferred.

SKILLS:

- Type/keyboard 45 wpm
- Knowledge of:
 - 10 key/calculator
 - Copier
 - Facsimile
 - Postage Meter Machine
- Computer Hardware: IMB Compatible
- Computer Software: Microsoft Word (Intermediate), Google suite, excel, access

LANGUAGE ABILITY:

Ability to read and interpret documents. Ability to comprehend written and oral instructions. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from co-workers, managers, clients, and the general public. Ability to speak effectively and clearly while on the telephone.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written and oral form.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following lists physical demands an employee will perform on a regular basis:

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|----------------------------|---------------------------|
| Sitting | Reach with hands and arms |
| Walking | Talking and/or hearing |
| Viewing a computer monitor | Twisting |
| Keyboarding/Typing | On the phone |
| Reading | |

The following lists physical demands an employee may perform on an occasional basis:

- Standing
- Stoop, kneel crouch or crawl
- Handwriting
- Calculator/10-key
- Lifting (average weight 25 lbs.)

100% duties are performed inside with climate control.

This position regularly requires being able to work at close vision (clear vision at 20 inches or less); distance vision (clear at more than 20 feet).

The typical noise level in the work environment of this position is of moderate notice. On occasion, you may be subject to a loud noise level from the accumulation of activity in the lobby area. Ability for auditory distinction during load peak times.

TRANSPORTATION:

If use of your personal vehicle is necessary for AAFCC business, you will be responsible for keeping a mileage record and submitting it to your supervisor for reimbursement. Proof of current liability insurance on your personal vehicle must be provided at the time of employment and when it expires. Personal vehicle insurance is the primary coverage in case you are in an accident in your vehicle while on business for AAFCC.

WORK ENVIRONMENT – SOCIAL

Employee shall work in a non-hostile work environment. This is, the employee is expected not to engage in any activity that unreasonably interferes with performance of any other employee, such as excessive personal talking, sexual harassment, unlawful discrimination or any other behavior that unduly demeans or intimidates another employee.

As an essential function of this position, the employee must be able to handle levels of stress satisfactorily and be congenial with other employees, clients, community and vendors at all times.

PRE-EMPLOYMENT REQUIREMENTS

Any offer of employment is contingent upon taking and passing a health screening/TB test. The examination assesses a candidate’s ability to meet the physical demands of the position with or without accommodation in accordance with applicable statutes for applicants with disabilities. Any offer of employment is also contingent upon taking and successfully passing a criminal background investigation (fingerprinting/livescan); the guidelines set forth by the Department of Justice in accordance with the State’s Penal Code Section 11105.2. Applicants are encouraged to disclose and discuss their arrest history, if any, in regards to any offense that resulted in a lawful conviction. Reasonable consideration will be given where applicants can demonstrate a consistent period of rehabilitation of not less than five (5) years. The AAFCC Receptionist will be required to undergo a fingerprint / live scan criminal history screening which will also be considered during the hiring process.

In addition, any offer of employment is contingent upon CPR & First Aid certification and having a DMV record that passes the criteria from the Agency’s insurance carrier, providing any necessary State License, Credential or Degree and receiving good valid rapports on reference checks.

Applicants who refuse to submit to testing or who do not pass all tests or provide required documents, will not be hired or retained in employment.

By signing this form regarding the job description outlined above, I am stating that I am able to perform the duties as outlined including the physical demands and required hours.

Employee Name (Print) Date

Employee Signature Date