REDWOOD COMMUNITY ACTION AGENCY

Energy and Environmental Services Division

JOB ANNOUNCEMENT

POSITION TITLE: OFFICE SUPPORT SPECIALIST

STATUS: Fulltime with complete benefit package

PAY RATE: $14.00 hour

AVAILABLE: Immediately

APPLICATION PROCESS: Complete RCAA’s required employment application and return promptly; interviews will take place as qualified applicants are received. The application may be accessed on our website at [www.rcaa.org](http://www.rcaa.org) or at 904 G Street, Eureka.

## POSITION PURPOSE

Under the general direction of the Energy and Environmental Services Director and the direct supervision by the Program Coordinator, or their designee, the Office Support Specialist will provide the following: answering phones and routing phone calls; basic clerical support such as maintaining forms for the Outreach Staff; alpha-numeric data entry; act as mail courier to the RCAA main office and pick-up inner-office mail to bring back; information and referral; other duties necessary to maintain the efficient flow of information and office operations as requested.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Receive visitors and clients, answer questions, or direct the clients to the proper office personnel
* Refer clients to community resources based on client need
* Answer multi-line telephone system, route calls and take messages as appropriate
* Maintenance of voice mail. Retrieve and transmit messages.
* Check fax machine and route faxes to the appropriate personnel
* Data entry
* Maintain Information and Referral Handbook
* Keep reception office in presentable condition; monitor supply of handouts
* General office support as needed
* Other duties as deemed necessary

## JOB REQUIREMENTS

Knowledge of and Experience With:

* Multi-line telephone system
* PC computers, MS word processing and Excel software
* Standard office procedures and equipment
* Public relations and customer service
* Processing data entry
* Conditions affecting low-income persons in Humboldt County

Ability To:

* Communicate effectively in written, electronic and oral forms; and be fluent in the English language.
* Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills.
* Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, funding source representatives and the local service population.
* Project professionalism at all times and maintains confidentiality as well as a professional standard regarding Code of Ethics Policies.
* Work well under stressful conditions and manage stressful clients
* Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
* Establish and maintain personal and programmatic boundaries while providing support services.
* Have means and capacity to run job-related errands.
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

## MINIMUM QUALIFICATIONS

Required:

* High School Diploma or equivalent
* One (1) year office experience with a demonstrated proficiency in PC computers, Microsoft Office programs and Outlook Express and data entry
* Experience answering multi-line phone systems
* Experience in dealing with a low-income, diverse population in a receptionist-type setting

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
* Must have means and capacity to perform job related duties with personal vehicle, as will be required.
* Possession of valid California’s Driver’s License, current auto insurance and acceptable DMV record.
* Submit to fingerprinting for criminal record clearance/background checks with acceptable results.
* Cell / home phone or other effective means of communication.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

### AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER