



## **JOB DESCRIPTION**

**TITLE: OFFICE ASSISTANT/CUSTOMER SERVICE**

**JOB OBJECTIVE:** Provide staff support including assistance with services development and preparation of service related materials. Order and maintain inventory of project supplies and materials; coordinate the logistics of materials supplies and schedules; provide preparation of marketing/promotional materials, maintain schedules, provide information on telephone and walk-in inquiries, organize and maintain all data on service and evaluation activities.

**REPORTS TO:** President

**POSITION STATUS:** Part time/Non-Exempt / Hourly

### **ESSENTIAL JOB FUNCTIONS:**

#### **Support Services:**

- Provides clerical assistance such as answering phones, filing, copying, provides information on telephone and walk in inquiries.
- Completion of phone/pre-interview forms, make appointments and follow up services, i.e., phone calls, letters, etc. with potential and current clients and other agencies and mailings.
- Coordinate the logistics of materials, supplies and schedules.
- Process credit card and other payment type transactions.
- Maintain inventory of office and promotional supplies and materials by ordering supplies, monitoring the placement and distribution of supplies and supplementing supply inventory based on routine review of inventory and through approved request of staff.
- Responsible for organizing and maintaining all client data, client demographics and evaluation activities and submitting information in monthly report form.
- Maintains and updates all databases and agency mailing list.
- Assistance with program development by distributing and collection evaluation tools from clients and prospects and maintaining files of all completed evaluation tools developed.
- Complete and maintain minutes for a variety of agency meetings.
- Perform other tasks and duties as assigned.

### **JOB STANDARDS:**

- At least two years of clerical, information systems management, and customer service experience.
- Bachelor's degree in communication or social services field preferred.
- Pass background check
- Current and valid NYS Driver's License and a good driving record.
- Pleasant personality