

Job Title: Office Support Specialist			
Work Location: 6 N. 5 th Street Richmond, VA			
Department: Admin			
Reports To: Director of Operations			
Work Environment: Traditional Office Environment			
Physical Demands: Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards.			
Pay Grade: 3			
Work Hours ☒ Full Time ☐ Part Time	Classification ☐ Exempt ☒ Non-Exempt	Staff Supervision ☐ Yes ☒ No	Travel Required ☐ Yes ☒ No

Position Summary:

This position is responsible for performing clerical tasks within an office setting to support daily business operations. This position provides independent office support assistance utilizing a full range of clerical duties including typing, data entry, filing, phone and front desk reception, maintaining supplies, sorting and delivering mail, greeting visitors when they arrive, as well as assisting and providing direction and information to clients, visitors, and other guests of the organization.

Role & Responsibilities:

Essential Functions: *(Essential functions include but are not limited to the functions listed below.)*

- Answers the main YWCA telephone number during normal business hours and directs calls appropriately.
- Performs client intake and greets visitors at the front desk in a professional manner Opens, sorts, and distributes incoming correspondence, including mail, faxes, voice mail, and email.
- Provides excellent customer service and responds to inquiries from all who call, visit, or contact the agency.
- Manages daily packages and supply deliveries.
- Ensures reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Maintains office security by following safety procedures and controlling access via the reception desk (monitor and issue visitor badges)
- Validates parking for clients, maintains parking log, and provides the Accounting Manager monthly copies of parking log for invoice reconciliation.
- Sorts mail for clients and/or delivers client mail to case managers.
- Ensures the copy rooms are neat, organized, and fully stocked.

- Update calendar and manage room reservations for counseling rooms.
- Trains volunteers on front desk procedures and ensures front desk procedure manual is up to date.
- Orders 5th Street and all Sprout Schools supplies.
- Ensure office supplies are well-stocked and organized.
- Assists internal departments with office tasks (filing, copying, form completion, and providing general information to staff)
- Provides support in the administration of the building's access control system
- Management select vendor relationships as assigned
- Act as back-up to Advocacy department with In-Kind donations (scheduling, drop-offs, inquiries, referrals)
- Providing supervision and training to Front Desk/ DVSA Childcare Volunteer
- Other duties as assigned.

Education & Experience:

- High school diploma or G.E.D.
- 1-3 year's experience in office administration, reception/front desk, or executive support

Skills/Requirements:

- Ability to work independently.
- Knowledge of computer and office equipment, Microsoft Suite, and internet resources.
- Experience using a multi-extension phone system
- Proficient in database and word processing software.
- Detail oriented & strong organizational skills.
- Effective oral and written communication skills.
- Ability to multi-task and have excellent time-management skill
- Professional appearance and demeanor
- Customer service oriented
- Successful completion of criminal background, illegal drug, and CPS background checks.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.

The YWCA Richmond provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Employee Name Printed

Employee Signature

Date

Manager Signature

Date