



Bilingual Office Administrator

Job Description

Hours per week	30 hours/week with potential for up to 40 (0.75 FTE)
Supervised by	Director of Administration & Human Resources
Location	Springfield
Starting wage range	\$21.76 – \$22.76, depending on qualifications

Overview

The mission of Relief Nursery is to prevent the cycle of child abuse and neglect through early intervention that focuses on building successful and resilient children and strengthening parents. Our staff work as a team to provide a unique array of comprehensive family support services from therapeutic classrooms to substance use disorder recovery support, that are easily accessible to parents with children birth to six years of age who are at high risk for abuse or neglect. At the core of Relief Nursery is the belief in focusing on, and building upon, the strength of each family we serve.

We are seeking a competent, organized, and self-directed Office Administrator to help support this mission. The position provides administrative and clerical support for management and program staff as needed. The ideal candidate will be bilingual in English and Spanish, understand the need to maintain a high level of confidentiality in all aspects of position, and enjoy interacting with a diverse group of team members and visitors to the organization.

Relief Nursery strongly recommends that employees stay up-to-date with COVID-19 vaccines, including booster shots. This allows us to safely support children and families in an in-person environment.

Responsibilities

Reception

The most essential role of the Office Administrator is to help create a warm and welcoming environment for the families we serve at Relief Nursery. You will be the first point of contact for guests, volunteers, staff, and clients as they call or enter the Nursery. Responsibilities include:

- Answers all phone calls, directs calls, and takes messages as needed. Records and routes messages left on main voicemail box
- Greets staff, volunteers, families, and community members as they enter the building and assists as needed; helps families get their needs met by connecting them with appropriate staff members
- Keeps lobby and front desk area neat, organized, and well stocked; this includes the visitor and volunteer sign-in areas, COVID supplies, etc.



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- Attends staff trainings to learn about the Relief Nursery model, programs and services in order to best represent the organization and respond to questions from families and community members
- Retrieves and distributes mail and faxes, as well as runs simple errands as requested
- Assists with on-site community donation program, including:
 - Accepts and records donations
 - Provides receipts for tax purposes
 - Sorts, cleans, organizes and stores all community donations received with the assistance of community volunteers

Administrative

The Office Administrator provides support to the management team and supports the overall daily functioning of the agency. Responsibilities include complex administrative duties such as:

- Assists programs with scheduling and room reservations, sends Outlook calendar invitations and reminders
- Prepares for meetings and trainings, including planning and setup, copying and distributing materials, note-taking, generation and distribution of minutes. Sets up audio visual equipment such as laptop, projector, speakers, microphone, etc.
- Assists with organizing, set up, clean up for staff, family and community events and site tours
- Helps create, update and organize internal documents
- Provides general office management support, including work area and meeting room organization and clean-up. Orders office supplies and maintains copy room and office equipment such as printers, copiers, etc.
- Provides support for all Relief Nursery programs including but not limited to purchasing and delivering of orders and supplies, staff training and conference registration, set up and arrangement of staff work areas
- Provides assistance with internal and external communications, correspondence and scheduling of appointments
- Maintains records, enters data into database or spreadsheets and files documents
- Develops and maintains systems to help with the efficient functioning of the agency
- Conducts onboarding and orientation process for new staff

Other

- Assist management and staff with basic IT tasks:
 - Provides new staff computer use orientation and basic training with Outlook email and calendar, network drives, printers, etc.



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- Provides support for updating workstations with current software
 - Serves as the first point of contact for staff regarding technical issues with computer hardware and software, network connectivity, printers, etc.
 - Help maintain IT organizational documentation, including password lists, network mapping, instructions and common troubleshooting FAQs
 - Communicate with the Relief Nursery IT support organization in order to receive direction and support or to elevate IT issues or tasks
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- Schedules outside contractors for ongoing maintenance and repair as requested
 - Assists weekly cleaning and tidying the staff breakroom
 - Performs other duties as requested

Qualifications

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.

- Bilingual in English and Spanish
- Associates degree (or professional certification) or equivalent experience in similar role or ability to demonstrate skills necessary to perform required duties
- Strong willingness and competency to learn
- Highly proficient in computer skills including the use of Microsoft Office, Outlook, and web-based platforms with a desire to develop further expertise in basic IT skills
- Ability to deal with confidential information in a discreet manner
- Ability to communicate both verbally and in writing in a clear and concise manner
- Highly developed organizational and problem solving skills
- Proven ability to prioritize workflow
- Excellent interpersonal skills, ability to maintain a consistently positive, helpful attitude and demeanor. Ability to relate tactfully, sensitively and non-judgmentally with staff and families from diverse backgrounds
- Ability to adapt well to changing priorities and emergent situations without a loss of effectiveness
- Willingness to remain flexible and accessible for communication, consultation and feedback
- Ability to remain calm and assist others in the event of an upset individual or an emergency
- Current valid Oregon Driver's license, acceptable driving record and insurance, and a working vehicle (mileage paid)



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Preferred Qualifications:

- Bachelor's degree
- One or more years paid employment in a non-profit or social services environment

Benefits

Relief Nursery employees working 30 or more hours per week enjoy the benefit of being a part of an organization that makes the world a safer and better place. A flexible work schedule and the benefits listed below round out the generous benefit package offered.

- Competitive Wage
- Medical Coverage (very low employee cost)
- Dental Coverage (very low employee cost)
- Vision Coverage (very low employee cost)
- Flexible Spending Account
- Employee Assistance Program (EAP)
- 403(b) retirement plan with employer match
- Up to 64 hours of paid sick leave per year (prorated for FTE)
- 5 weeks of paid vacation leave per year (coincides with the school district winter break, school district spring break, plus two scheduled weeks in August)
- 2 paid personal days per year (add 1 additional day per each 5 years worked)
- Paid Holidays
- Paid Jury Duty time
- Mileage reimbursement
- Opportunity for internal growth and promotion, including access to professional development and training opportunities
- Public Service Loan Forgiveness (PSLF) qualifying employer

Interested applicants, please email resume and cover letter to:

Lindsey Steele, Director of Administration & Human Resources
lindsst@reliefnursery.org

Pre-employment drug screen, criminal background check, DMV check, and proof of auto insurance required. Position will remain open until filled.

Relief Nursery is an Equal Opportunity Employer and a Drug-Free Workplace



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