

Position Title:	Administrative Assistant	Department:	Sky Valley Services
Reports to:	Director of Community Resource Centers	Classification:	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Date:	January 2021	Supervises:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.

WE OFFER:

COMPETITIVE SALARY

UP TO 200 PAID TIME OFF HOURS PER YEAR

MEDICAL & DENTAL

403(B) RETIREMENT

FLEX SPENDING ACCOUNT and more....

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The focus of this position is to support the operations of the Community Resource Center in Sultan, ensuring a high level of customer service to program participants, volunteers, staff and community members. This position is particularly important in resource centers to keep the flow of work efficient and effective in service to the community.

Principal activities:

Community Resource Center Administrative Assistance:

- o Answer and maintain log of calls into the Community Resource Centers, providing a high level of customer service.
- o Conduct basic intake questions to screen for eligibility. Provide support to resource center staff as needed, to include but not limited to: copying, scanning, printing, appointment scheduling, basic data entry, document gathering, etc.
- o Direct callers or walk-in guests to local resources if needed, maintaining current list of active social service providers.
- o Provide follow-up support to ensure program participants have received the assistance they need to stay stabilized.
- o Input detailed case notes into client database as directed by support specialist staff.
- o Support CRC events throughout the year.
- o Other office-related duties as assigned.

Qualifications:

- o Must be able to verbally communicate effectively, as well as in written communication.
- o Ability to work independently with strong problem solving skills.
- o Basic understanding of MS Office products including Word and Excel. Intermediate knowledge a plus.
- o Ability to navigate electronic web portal systems, email, and basic internet.
- o Must be able to successfully pass a pre-employment background check.

Sky Valley Services Employment Opportunity

If you wish to apply for this position, please email your resume to: recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.