



Job Description | Office Assistant

Position Title: Office Assistant
Supervisor: Office Manager
FLSA Status: Non-Exempt

Employment Status: Full time (32 hours per week)
 Monday – Friday, daytime and evening hours
Salary: \$16.50/hour

The **Office Assistant** is the first point of contact with the agency for diverse clients, donors and community members and is responsible for creating a warm and welcoming environment for visitors. The Office Assistant is integral to the operations of the agency’s main office and performs various clerical and administrative duties. HopeWorks’ staff, board and volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo - including racism, poverty, and gendered violence. The successful candidate will have an understanding of the root causes of sexual and intimate partner violence and a commitment to social justice.

Minimum Qualifications

- High school diploma and 2 or more years of experience working in an office environment, or equivalent
- Strong computer skills including Microsoft Office applications (Word, Excel, Outlook, PowerPoint, Publisher), database management, and email at a highly proficient level
- Knowledge of office administration, office equipment, data systems and multi-phone line systems
- Exceptional communication and organizational skills
- Highly skilled in prioritizing and multi-tasking while keeping in mind various on-going demands
- Ability to work independently, have initiative, and be self-directed
- Passionate about the mission and philosophy of HopeWorks
- Willingness to seek opportunities to grow through professional development
- Team oriented and believes in a strengths-based approach to providing trauma-informed services
- Experience in crisis response (preferred by not required)
- Proficiency in Spanish, Korean, Mandarin Chinese, Hindi, Urdu, or French (preferred but not required)

Essential Duties and Responsibilities

FRONT DESK RECEPTION

- Answer and direct incoming telephone calls, providing information and referral as needed
- Greet clients and visitors
- Receive payments and financial donations

ADMINISTRATIVE SUPPORT

- Provide administrative support to staff as needed
- Assist with special projects, mailings, and fundraisers
- Manage incoming and outgoing mail

DONATION MANAGEMENT

- Manage receipt and documentation of in-kind donations
- Manage storage of in-kind donations

MAINTAIN OFFICE EFFICIENCY

- Monitor, maintain and replenish office supplies
- Anticipate needed supplies
- Order and receive supplies

Core Competencies

An individual should demonstrate the following competencies to perform the essential functions of this position.

Initiative and Creativity	Plans work and carries out tasks without detailed instructions; makes constructive suggestions; prepares for problems or opportunities in advance; undertakes additional responsibilities; responds to situations as they arise with minimal supervision; creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.
Communication Skills	Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure

	understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
Cooperation and Teamwork	Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.
Quality of Work	Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work.
Reliability	Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
Problem Solving	Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.
Support of Diversity	Treats all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for a multicultural staff; applies HopeWorks commitment to cultural proficiency; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation; recognizes differences opportunities to learn and gain by working together; values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.
Judgment	Displays willingness to make decisions; exhibits sound and accurate judgment; analyzes problems skillfully; uses logic to reach solutions and make timely decisions.
Planning and Organization	Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.
Mathematical Skills	Adds, subtracts, multiplies and divides in all units of measure, using whole numbers, common fractions, and decimals. Computes rate, ratio, and percent and draw and interpret bar graphs.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

Bilingual candidates encouraged to apply.

TO APPLY: Applicants must submit a resume and letter of interest via email or mail to:

Elijah Davis
Office Manager
HopeWorks of Howard County
9770 Patuxent Woods Road, Suite 310
Columbia, MD 21045
edavis@wearehopeworks.org
NO phone calls.

Resumes submitted without a cover letter will not be reviewed. The review of applications will begin immediately and continue until the position is filled. Due to the high volume of applications we receive, we will only respond to applicants whose candidacy is being considered.

HopeWorks is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, gender identity, marital status or sexual orientation, in accordance with federal and state law.