

**COMMUNITY CRISIS CENTER**  
**Job Description**  
**Office Support Specialist**  
**(part-time)**

**JOB SUMMARY:** The Office Support Specialist position provides clerical support for the agency.

**JOB DUTIES AND RESPONSIBILITIES:**

1. Produce office correspondence as necessary, including typing, mailing (outgoing and incoming), recording, and filing.
2. Provide support and assistance in the submission of grants to the Administrative Staff.
3. Operate and provide for the maintenance of office equipment.
4. Maintain the inventory of office supplies, replenishing as necessary.
5. Maintain donor files in the NEON Customer Relations Manual (NEON CRM) program, enter cash and in-kind donations, and process thank-you letters.
6. Manage general mailing communication needs of the agency, including the inter-office mailbox system, daily pick up and sorting of US Mail from the Post Office, and daily check of the agency email account.
7. Provide support for fundraisers to the Events Coordinator as necessary.
8. Prepare Board packets for monthly Board of Director meetings.
9. Assist with filing at the AIP office.
10. Oversee the annual production of Mutual Service Agreements.
11. Provide general staff support as needed, i.e. placing orders for business cards, name badges, logo wear, stock for the pop machine, etc.
12. Must maintain confidentiality of services.
13. Attend staff meetings as designated unless the Executive Director waives this requirement.
14. Perform other duties as assigned.

**JOB RELATIONSHIPS:**

1. Supervised by the Assistant Director.
2. Work with all agency employees, volunteers, and student interns.
3. No supervisory responsibilities.

**ESSENTIAL JOB REQUIREMENTS:**

1. Education – minimum of associates degree and excellent computer skills.
2. Experience – prefer two (2) years of general office and computer experience.
3. Technical skills – excellent typing speed, knowledge of operation of general office equipment; excellent computer technology skills including knowledge of Word, Excel, and Access; good verbal and communication skills; organizational skills; and ability to prioritize responsibilities.
4. Social Skills – must be able to function independently with a minimum of supervision; demonstrate flexibility and the ability to work as a team member; must be able to work under the pressure of deadlines. Must demonstrate courtesy and respect towards all fellow employees, interns, volunteers, visitors, and clients.
5. Physical Requirements -- must have visual and auditory acuity. Must be able to lift up to thirty (30) pounds.
6. Transportation Requirements – must be willing and able to travel throughout the area; if employee uses a privately-owned vehicle, must have a valid driver's license and must provide proof of current automobile liability insurance coverage and annual renewal documentation thereafter.
7. Attendance – must maintain an acceptable attendance record.

**STAFF MEETING ATTENDANCE REQUIREMENT:**

1. General Meeting
2. Professional Development is encouraged