**Job Title: Administrative Support Specialist**

**Programs: All JFS Programs**

**Population Served: Jewish Community**

**FSLA Status: Non-Exempt**

**POSITION SUMMARY:**

The Administrative Support Specialist is responsible for providing overall administrative support to the organization. The position reports to the Administrative Services Manager.

**Employment CLASSIFiCation:**

Administrative Support Specialist is a full time non-exempt position.

**DUTIES / RESPONSIBILITIES:**

**Administrative Responsibilities**

* Provide overall program and administrative support to management and staff as requested with such tasks as: producing computerized reports, typing/correspondence, copying, filing, JFS mailings, etc.
* Assist in creating and/or updating front office processes/procedures
* Assist in implementing JFS surveys
* Copies and distributes agency flyers to designated areas on the park
* Assist with set-up of all JFS programs and workshops.
* Ensure proper messages are recorded on office phones when office is closed.
* Record minutes at staff meetings
* Provide administrative support for scholarship programs, i.e. JELF, CJP, JEF
* Keep inventory and order office supplies
* Manage maintenance requests
* Pick up and distribute mail
* Tracks, audits and orders Tzedakah food coupons.
* Perform other duties as needed.

**Donor Related Responsibilities**

* Generate and mail all tribute cards and thank you letters to donors as back up to Development Manager
* Assist Development Manager in entering data into donor data base
* Assist Development Manager with mailings, events, meetings, etc.

**Back-up responsibilities with Client Services Specialist:**

* Open and/or close office
* Answer phones and direct calls, as appropriate
* Greet, check-in and assist clients and guests
* Schedule client appointments and contact reminders
* Assist with Food Pantry as needed

**SKILLS:**

* Excellent oral and written communication skills.
* Excellent customer service skills
* Ability to answer a multi-line phone system.
* Exceptional computer skills, including strong knowledge of Microsoft Office applications and database management.
* Ability to positively interact with all levels of management, community leaders, staff, clients, and donors.
* Confidence working in a fast-paced, challenging office environment
* Must be organized, efficient, and capable of multi-tasking, detail-oriented and self-motivated.
* Demonstrated ability to work closely with others in a team environment

**Minimum Qualifications:**

A High School Diploma with a minimum of 3 years of administrative support experience.

Jewish Family Services reserves the right to change job duties at any time and this job description is not designed to cover every requirement of the job.

MY SIGNATURE BELOW INDICATES THAT I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AND AGREE THAT I AM QUALIFIED AS TO EDUCATION AND SKILL TO MEET THE REQUIREMENTS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION(S):

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