



## POSITION DESCRIPTION: ADMINISTRATIVE ASSISTANT / FAMILY RESOURCE NAVIGATOR

*Special Kids Connect is a 501(c)(3) charitable organization whose mission is to develop resources, raise awareness and provide support for children with disabilities and their families.*

**Title:** Administrative Assistant / Family Resource Navigator

**Work Schedule:** Full-time: 30 to 40 hours / week

**Work Site:** Special Kids Connect, 1900 Garden Rd. #230, Monterey, CA and other locations within Monterey County, as described below

### **PRIMARY FUNCTION:**

Under the direction of the Executive Director or a designee of the Executive Director, the Administrative Assistant / Family Resource Navigator will provide support to the programs, personnel and clients of Special Kids Connect.

### **RESPONSIBILITIES:**

SKC's Administrative Assistant / Family Resource Navigator position is an integral part of the Special Kids Connect team. Over 10,000 children in Monterey County have an identified special need. Special Kids Connect exists to provide support to the families of these children by connecting them with appropriate community agencies, creating and offering its own youth-centered recreational programs, and providing resource materials to support them on their journey toward giving their children the best and brightest of futures. We do this with a small but incredibly mighty staff.

The Administrative Assistant / Family Resource Center Receptionist is often the first point of contact a family has with Special Kids Connect. As such, this position requires someone with a high degree of professionalism and an equally high degree of empathy and compassion for the struggles faced by families of children with disabilities.

This job requires occasional travel between the company's South Salinas and Monterey locations, along with the requirement to occasionally travel to support workshops and SKC programs taking place at other Monterey County locations, as needed.

Along with this, the responsibilities of this position include, but are not limited to:

1. Professionally managing incoming calls from families, professionals, and other agencies to caringly connect them with the resource(s) they seek
2. Providing wrap around support and care coordination for families with children who have special needs, particularly those with new diagnoses and/or newly identified developmental delays.
3. Providing translation support for Spanish-speaking families
4. Supporting the translation of documents / marketing materials and other print collateral from English to Spanish and vice versa
5. Maintaining a high level of confidentiality with regard to client information
6. Fulfilling receptionist and general clerical duties to include, but are not limited to, answering phones, photocopying, mail distribution, filing, and office organization
7. Working with SKC's Bookkeeper to:
  - a. Ensure payment and recording of vendor invoices and receipts
  - b. Facilitate billing and support annual agency financial audits
8. Preparing, amending and providing Spanish translation of written correspondence, policies and other materials as necessary

9. Maintaining up-to-date contact lists for employees, volunteers, families served, and donors
10. Supporting the operation of the STAR Toy Lending Library, located on the premises of Special Kids Connect
11. Supporting the development and implementation of parent/professional workshops, SKC's REACH recreational programs, family outreach events and fundraising endeavors
12. Handling HR responsibilities, including administering payroll, handling new hire paperwork, and maintaining employee records for a staff of approximately 6 people
13. Support special projects as assigned

**MINIMUM QUALIFICATIONS:**

1. High school diploma or higher
2. Bilingual and biliterate in both Spanish and English, demonstrating proficiency in spelling and grammar for both languages
3. Successful completion of pre-employment background checks and drug testing
4. Strong customer service and communication skills, both verbal and written, organizational skills, both analytical and problem solving, and the ability to recognize and work with confidential information
5. Ability to manage requests/needs of multiple staff members and work on multiple projects simultaneously
6. Ability to manage multiple tasks and achieve deadlines under pressure
7. Ability and means to travel on a flexible schedule as needed (Proof of liability and property damage insurance on vehicle used is required.)
8. Proficiency in MS Office products (Word, Excel, PowerPoint) and Google Drive with a willingness to learn additional programs, as needed
9. A detail-oriented, positive attitude conducive to working effectively as a team member
10. Familiarity with the internet, cloud sharing, and social media

**DESIRABLE EXPERIENCE:**

- Experience working in the nonprofit sector
- Experience with individuals with disabilities
- Experience with parents of children between the ages of 0 and 22
- Experience with school districts and/or special education
- Experience with Adobe Creative Suite

**COMPENSATION:**

Full time, non-exempt position; compensation based upon education and experience  
Health care package including vision and dental