



## POSITION DESCRIPTION:

### ADMINISTRATIVE ASSISTANT / FAMILY RESOURCE CENTER RECEPTIONIST

*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 Center Receptionist

**Work Schedule:** Part-time: 20 to 25 hours / week

**Work Site:** Special Kids Connect, 1900 Garden Rd. #230, Monterey, CA

### PRIMARY FUNCTION:

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

### RESPONSIBILITIES:

SKC's Administrative Assistant / Family Resource Center Receptionist 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 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. Organizing, maintaining and facilitating the exchange of information and schedules related to the operation of all SKC programs and staff
2. Professionally managing the transfer of incoming calls from families, professionals, and other agencies to caringly connect them with the resource(s) they seek
3. Updating SKC's website and online resource directory
4. Maintaining a high level of confidentiality with regard to client information
5. Fulfilling receptionist and general clerical duties to include, but are not limited to, answering phones, photocopying, mail distribution, filing, and office organization
6. 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
7. Preparing, amending and providing Spanish translation of written correspondence, policies and other materials as necessary
8. Maintaining up-to-date contact lists for employees, volunteers, families served, and donors
9. Supporting the operation of the STAR Toy Lending Library, located on the premises of Special Kids Connect

10. Supporting the development and implementation of parent/professional workshops, SKC's REACH recreational programs, family outreach events and fundraising endeavors
11. Handling HR responsibilities, including administering payroll, handling new hire paperwork, and maintaining employee records for a staff of approximately 6 people
12. Support special projects as assigned

**MINIMUM QUALIFICATIONS:**

1. High school diploma or higher
2. Successful completion of pre-employment background checks and drug testing
3. 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
4. Ability to manage requests/needs of multiple staff members and work on multiple projects simultaneously
5. Ability to manage multiple tasks and achieve deadlines under pressure
6. Ability and means to travel on a flexible schedule as needed (Proof of liability and property damage insurance on vehicle used is required.)
7. Proficiency in MS Office products (Word, Excel, PowerPoint) with a willingness to learn additional programs, as needed
8. Bilingual and biliterate in both Spanish and English, demonstrating proficiency in spelling and grammar for both languages
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

**COMPENSATION:**

Part time, non-exempt position; compensation based upon education and experience