

**MEMO:      JOB POSTING**

July 15, 2020

Position:      Administrative Support Specialist  
Location:      Berlin  
Reports to:    Director of Reunification and Recovery Services

The Family Resource Center is seeking a dynamic, self-motivated and experienced individual, who will function as an Administrative Support Specialist at its busy Berlin office. This position requires that the candidate be proficient in using Microsoft office and other computer applications, and must be able to operate standard office equipment. Exceptional communication skills and the ability to follow oral and written instructions is required for this position.

**Administrative Support Specialist Responsibilities:**

- Maintain a clean, safe, and organized workplace environment while encouraging staff to do the same. This may also include light office cleaning, window washing, shoveling and other office related tasks assigned by supervisor.
- Complete a Family Resource Center time sheet on a weekly basis and have it turned in on time.
- Attend all required staff meeting and training days as assigned. Organize agenda, attendance, meeting minutes, set-up, break-down, etc.
- Plan, set-up, organize, and coordinate trainings and meetings as assigned by the Director of Recovery and Reunification Services
- Plan appointments and events
- Act as the point of contact between executives, employees, and clients
- Manage phone calls, voicemail and email
- Respond promptly to managers' queries
- Facilitate internal communication (e.g. distribute information and schedule presentations)
- Suggest more efficient ways to run the office and troubleshoot malfunctions
- Attend and participate in any community collaboration groups or initiatives assigned by the Director of Family Support Services and/or the Director of Reunification and Recovery.
- Represent FRC in a professional manner at all times
- Maintain professional attire
- Maintain client / personnel confidentiality

- Attend community groups or board meetings as assigned by the Director of Reunification and Recovery.
- All equipment issued by the Family Resource Center (Cell phone and laptop) is to be used for professional use only.
- Will review and answer e-mails on a daily basis
- Will follow all Family Resource Center policies as set by the Board of Directors
- Ultimately, you should be able to identify and address the needs of senior managers and perform administrative tasks to ensure our company's workflow runs smoothly.

#### Requirements

- Knowledge of office procedures
- Able to function in a fast-paced work environment
- Familiarity with online calendars and cloud systems
- Experience using office equipment, including printers and copy machines
- Coordinate with IT to troubleshoot office equipment issues
- Strong communication skills (via phone, email and in-person)
- Experience exercising discretion and confidentiality with sensitive company information
- Excellent organizational skills with an ability to think proactively and prioritize work
- High school degree; additional qualifications as an administrative assistant

This is a full-time, benefitted position.

Please send a letter of interest and resume to Nathan Morin at [nathan.morin@frc123.org](mailto:nathan.morin@frc123.org)