

Community Action Center

Office Support Specialist-Faribault-job description

Job Title: Office Support Specialist-Faribault Location

Reports to: Faribault Community Resource Manager

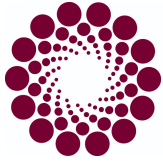
FLSA Status: Hourly, non-exempt

Hour Status: 20 hours/week, blend of morning and afternoon hours, may include some nights and weekends

Organization – The mission of the Community Action Center (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort. CAC is a community-based, non-profit, human services organization providing and advocating for the basic needs of people and families in the Rice County area. Services and programs create a robust safety net for low-income families throughout Rice County including food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides two drop-in resource centers (Northfield and Faribault) where immediate response and support is available. A network of thriving and abundant food shelves serves thousands of individuals each year. CAC owns and operates multiple housing projects spanning from emergency shelter to permanent supportive housing including ongoing intensive case management services with tenants. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the community access to affordable clothing. Currently, CAC is looking for an **Office Support Specialist** at our Faribault Resource Center to help support the immediate needs and questions of Faribault community members over the phone, connect to community advocates, the food team and social workers for assistance, and provide basic office support and administrative assistance. **Bilingual skills in English and Spanish are required for this position.**

Job Summary – The position of the **Office Support Specialist** will be a driving force in influencing a trauma responsive and client-centered culture at our Faribault location, focusing on creating positive experiences and meaningful relationships with community members either seeking services or otherwise engaging in the work of CAC. The **Office Support Specialist** will work closely with both administrative staff and frontline staff at our Faribault location.

Responsibilities and Duties – CAC's success is based on the flexibility of its staff and volunteers to dynamically adjust to meet the needs of the community. The primary responsibilities for this job include:



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Customer Service/Community Engagement - CAC strives to be a trauma responsive organization, going beyond just recognizing the effects trauma has on individuals, families and our society as a whole, to actively attempting to lessen the impact of trauma in the lives the organization touches. Being trauma responsive means believing that people can adapt, heal and even grow from traumatic experiences through repeated experiences of feeling safe, connected and in control—over and over again. Responding to the community in a trauma responsive way is critical to the success of this position and to the mission of CAC. Tasks and activities include:

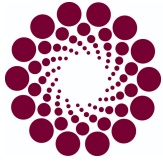
- This position is often the first point of contact for people seeking help at CAC and will provide immediate response to community members by phone or in person.
 - Answer CAC of Faribault's main phone line and provide excellent customer services to community members seeking services or with others wishing to engage in the work of CAC
 - Welcome community members into the building and show warm hospitality to clients, volunteers, and donors
 - Maintain a strong familiarity with the range and scope of CAC's available programs, resources, staff and partners
- Connect community members with appropriate staff members for immediate follow-up
- Check voicemail and promptly return messages
- Ensure staff follow-up and connections are made
- Translate written communication materials from English to Spanish

Office and Administrative Support- This position will support a variety of activities in partnership with the administrative team. Additional tasks may include:

- Order office supplies as needed or requested
- Prepare materials for mass mailings
- Assist with seasonal programs and projects as needed
- Track donor information and assist with appreciation activities (i.e. thank you letters)
- Support a clean, organized resource center environment

Qualifications – CAC is committed to finding the right person for the position. Ideal candidates will possess many of the following skills and experience:

- Bilingual in English and Spanish required
- Working knowledge of and/or lived experience accessing social services and community resources



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- Excellent oral and written communication skills including experience with email, spreadsheets, Google Suite, etc.
- Experience working alongside diverse populations
- Valid driver's license required
- Flexibility to work occasional nights or weekends to meet the needs of the organization
- Ability to pass all required background and MVR checks

Compensation – The position is designed as a half-time, hourly, non-exempt position. Annual salary will depend on experience and qualifications with a starting range of \$16-\$18/hour plus benefits. The position will report to CAC's Faribault Resource Manager. CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.

Equal Opportunity – CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces employ employees with diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of their race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

Application and Hiring Process – CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, résumé, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this same e-mail address or by contacting Faribault Resource Manager Becky Ford at 507-838-1788.