



Job Description
Revised: March 2016

JOB TITLE: Office Assistant

DEPARTMENT: Administration

REPORTS TO: Director of Administration

STATUS: Full-time Non-Exempt

GRADE: 1

Organizational Background

Urban Edge is a community development corporation (CDC) committed to developing and sustaining diverse urban neighborhoods of choice populated by resilient families and sustained by a dynamic web of community relationships. We work primarily in Jamaica Plain, Roxbury, and surrounding areas. Our work results in community residents that are economically resilient and leaders of change, a built environment that is affordable, exemplifies good urban design and contributes to an environmentally sustainable community and a community where residents have increased access to a diverse range of needed resources and services. Our major program areas are community building and organizing, asset building, and development of high quality, high impact affordable rental and owner housing as well as educational and recreational facilities for youth and families. Since its founding in 1974, Urban Edge has grown from a small nonprofit homeownership counseling and real estate brokering organization to become one of the leading community development corporations in the country, with 30 staff and an annual operating budget of approximately \$3.5 million.

Position Summary:

The Office Assistant is one of the most important positions at Urban Edge. S/He creates the first impression of Urban Edge to neighbors and partners seeking to help us meet our mission. The Office Assistant is also the glue to Urban Edge's staff and board by creating a well-organized, harmonious office environment so that Urban Edge's community development agenda can be achieved efficiently. S/He has an acute attention to detail and provides timely, accurate data entry functions for various Urban Edge programs. Exceptional interpersonal and communication skills combined with a healthy dose of common sense results in this person being a superb listener, compassionate problem-solver who possesses the ability to prioritize tasks in a fast-paced environment. Urban Edge's Office Assistant is a team player who approaches the job with energy and enthusiasm and eagerly shares information with neighbors, partners, staff and board.

Essential Duties and Responsibilities:

Office Management

- Provides the first impression to neighbors, partners, staff and board. Welcomes and directs visitors, answers and directs incoming telephone calls. Receives complaints, seeks to respond or refers to appropriate resources.
- Organizes the appearance of the office, including the kitchen, so that it always looks professional, clean, and orderly.
- Arranges for couriers, cabs and package delivery services.
- Maintains the office supplies for the whole office, including off site office.
- Maintains calendar(s) for meeting spaces and arranges the tables and chairs for meeting in accordance to the needs of each meeting.
- Composes routine correspondence and memoranda in accordance with instructions.
- Communicate clearly, effectively and tactfully in both oral and written form.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Ability to work well within a team environment and is responsive to coaching and feedback.

Document Management

- Opens and distributes incoming mail and faxes.
- Maintains sufficient postage for outgoing mail and log activity for courier service.
- Prepares out-going mail and assists with large mailings.
- Keeps filing/document management system for electronic and paper documents organized.
- Assist the Finance Department with bank deposits.
- Manages annual record storage, retention and destruction process to ensure that essential documents are stored properly but not excessively.

Data Entry

- Enters data into computer from source documents.
- Compares data entered with source documents, or re-enters data in verification format on screen to detect errors. Deletes incorrectly entered data, and re-enters correct data.
- May compile, sort, and verify accuracy of data to be entered.
- Prepares a variety of reports based on data entered.
- Must maintain confidentiality of client information.

Knowledge:

- Operational knowledge of word processing, spreadsheets and database software.
- Superb verbal and writing skills.
- Ability to read, speak and write in English and Spanish.
- Carry out multiple tasks and meet deadlines. Follow instructions furnished in verbal or written format.

Skills:

- Commitment to providing welcoming, pleasant first impression to Urban Edge’s guests.
- Demonstrated ability to interact positively with a diverse group of people from all ethnic and socioeconomic backgrounds.
- Ability to calculate amounts.
- Proven ability to maintain composure under difficult circumstances.

Supervision Received:

- Works under general supervision. Assignments are received in both objective and task-oriented terms.
- Follows established procedures/policies/precedents.

Supervision Given:

- Responsible for own work only.

Contacts:

Familiar with Jamaica Plain, Roxbury and Dorchester communities. Familiar with residents of Urban Edge’s service area which includes Egleston Square, Jackson Square and adjacent neighborhoods.

Physical Demands:

- Able to lift 50 pounds and sit for long periods of time.

Working Conditions:

- Most work is in an office setting.

Equipment:

- Uses office equipment routinely including, but not limited to, computers, telephones, copiers, etc.

Education and experience:

Associate degree in office administration, hospitality or business management.

Minimum (3) years reception or customer service experience.

Application Information

Please forward resume and cover letter to careers@urbanedge.org. You may also mail to Resumes at Urban Edge at 1542 Columbus Avenue, Roxbury, MA 02119.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.
