



Administrative Assistant II

Reports to: Administrative Manager

Department: Finance and Operations Department

Employment Status and Work Schedule

This is non-exempt, full-time position; 40 hours per week, Monday through Friday 8:30am to 5:00pm. Occasional evening or weekend hours may be required.

Position Summary

The Administrative Assistant II is the first point of contact for First 5 Contra Costa's visitors and guests. This position plays a critical role in providing front office reception, excellent customer service to internal and external customers, and providing overall support to the Administrative Manager.

This important role requires a person with the ability to be flexible and adapt to changing priorities; who has excellent organizational skills, is detail-oriented, has a helpful disposition, and a willingness to learn.

Standard Functions and Responsibilities

Front Office Reception/General Support

- Provide front office reception, excellent customer service, and create a professional and welcoming environment.
- Greet and welcome visitors, manage visitor access to office and conference rooms, and provide general information as needed.
- Answer and route incoming telephone calls and assist callers with general questions.
- Order office and other supplies as needed; responsible for maintaining and organizing the supply room.
- Schedule and coordinate equipment use; ensuring equipment is in good working order.
- Obtain bids and quotes for supplies, equipment, and materials as requested.
- Coordinate equipment maintenance, service, or repair.
- Maintain inventory list.
- Arrange conference room use, meeting room preparation, and provide meeting support for external groups.
- Perform general clerical duties such as filing, faxing, copying, correspondence, and mailing materials.
- Perform occasional office errands.

Support the Administrative Manager

- Assist with human resource related tasks including job posting, resume review, scheduling interviews, and communicating with candidates.
- Assist with reviewing timesheets for accuracy.
- Process and handle confidential information and files with discretion.
- Work on individual projects, information requests, or research as requested.
- Provide occasional administrative support to other staff when needed as backup.
- Participate as a staff team member in other Commission activities and projects as needed.

Minimum Education and Experience Requirements

Education

A Bachelor's Degree in related field and two to three years of relevant work experience with progressive responsibilities; or five years of experience in a similar position with progressive responsibility.

Experience, Knowledge, and Skills

- Excellent customer service and interpersonal skills. Must enjoy working in a front office/reception environment and interfacing with the public, visitors, and staff.
- Excellent organization and time management skills, with the ability to prioritize a demanding workload while maintaining attention to detail and follow through.
- Ability to multi-task, prioritize, and work effectively in a fast-paced environment.
- Ability to manage a busy workload with interruptions; must be flexible and adaptable to changing priorities.
- Goal oriented with the ability to anticipate upcoming needs and potential problems, approach them with a problem-solving mindset, and communicate them to the supervisor.
- Ability to work independently and as part of a team working with diverse populations and groups.
- Demonstrated ability to contribute toward a positive work environment.
- Self-directed and action-oriented, sees what needs to be done and acts.
- Produces high quality work in a time-efficient manner; senses what will help/hinder accomplishing a goal.
- Resourceful and skilled at gathering information.
- Must be a self-starter and a quick learner.
- Ability to maintain discretion and confidentiality.
- Strong verbal and written communication skills.
- Excellent MS Office Suite skills with the ability to conduct internet research.
- Must possess a valid California driver's license and automobile insurance.

Preferred, not required

- Experience working in a social service, public agency, or non-profit organization.
- Interested in the needs of young children and families.
- Ability to speak a second language.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and expectations required of the position. Duties, responsibilities and activities may change.

Salary and Benefits

Starting annual salary range is \$49,720-59,028, commensurate with experience. First 5 Contra Costa offers a comprehensive benefits package.



About First 5 Contra Costa

First 5 Contra Costa helps young children grow up healthy and ready to learn during the most important time in their development. We have nearly 20 years of experience funding innovative programs and advocating for policies that produce better futures for our children. Since our inception, First 5 Contra Costa has invested more than \$140 million in Prop. 10 revenues to programs and services that help Contra Costa's children get the best start in life. Learn more at www.first5coco.org.

How to Apply

Submit a resume and a letter of introduction that summarizes why you are ideally suited to this position.

Electronic submissions should include Administrative Assistant II in the subject line and be sent to HR@firstfivecc.org. Or mail to First 5 Contra Costa, Human Resources, 1485 Civic Court, Suite 1200, Concord, CA 94520

Incomplete submissions will not be considered. The position will remain open until filled.

First 5 Contra Costa is an Equal Opportunity Employer