



## **BILINGUAL ADMINISTRATIVE ASSISTANT JOB DESCRIPTION**

Reports to: Program Director

Position Summary: The Administrative Assistant welcomes all guests to AZCEND and handles inquiries on the phone and face to face. Supplies information regarding the organization, including Chandler Food Bank, Family Resource Center, CAP office, our Homeless and Housing Programs and Senior Center, to the general public, customers, and volunteers. Implements administrative systems, procedures, and policies, and develops and updates administrative projects.

Entry-level, administrative/clerical, full-time, on-site position located in Chandler, AZ 85225.  
Pay: \$18-\$24 per hour

Duties include:

1. Welcomes visitors entering the Center, logs visitors as needed, and directs people to the correct program or personnel.
2. Answers the phone, screens, and directs calls, including providing information to callers and taking and relaying messages.
3. Completes intake for CAP utility applications ensuring all necessary documents are received.
4. Schedules customers for various programs and Center activities.
5. Handles inquiries from the public and from customers.
6. Maintains, organizes, and inventories office and program supplies by checking stock to determine inventory level; anticipating needed supplies; placing orders for supplies; verifying receipt of supplies.
7. Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
8. Develops and revises systems and procedures by analyzing operating practices and recordkeeping systems.
9. Prepares reports, analyzes data, and identifies solutions.
10. Ensures common areas are clean and set up/prepared for daily activities, including lobby, restrooms and building entrance.
11. Maintains and displays Center monthly activity calendar.
12. Provides attendance sheets to group facilitators.
13. Provides general administrative and clerical support.
14. Prepares letters and documents.
15. Receives and sorts internal and external mail and deliveries.
16. Schedules appointments.
17. Contributes to team effort by accomplishing related results as needed.
18. Other duties as assigned.

Qualifications and Experience:

- High school diploma/GED
- Knowledge of administrative and clerical procedures
- Ability to multi task strongly recommended
- Strong oral and written communication skills and able to interface with internal and external customers
- Strong computer skills including Internet and Microsoft Office applications (Word, Excel)
- Organizational skills
- Knowledge of customer service principles and practices
- Ability to work in loud environments
- Bilingual (English/Spanish)
- Must be able to obtain a Level One fingerprint clearance card from DPS and pass a Central Registry

Interested in applying? Email your resume to [ariel@azcend.org](mailto:ariel@azcend.org)