



Job Description: Bilingual Office Assistant

Reports to: Administrator

Status: Full-time, Hourly

Work Location: Long Beach, CA

Salary Range: \$16-20 hour

Organizational Background

Founded in 1958, Jewish Family and Children's Service Long Beach/West Orange County (JFCS) empowers people to make positive changes through professional and affordable counseling and provides families in crisis with a safety-net of supportive services. JFCS serves a multi-ethnic mix of clients across all religious, cultural, and economic backgrounds, throughout the human life span.

About the role

We are seeking someone who is bilingual, collaborative, detail-oriented, proactive, and organized — able to operate effectively in a fast-changing environment. This person will need to be a self-starter who values effective communication to ensure cohesion across the team and someone able to zoom in and out to prioritize the big and specific details of competing priorities. This person will engage in their work with flexibility, open-mindedness, sincerity, and a problem-solving mindset, willing to jump in as needed to take on projects that support the work of the agency.

Overview of Responsibilities

This position will greet and talk with clients while also providing operational and administrative support to the staff of one or more programs including counseling, domestic violence, senior, youth, refugee or food bank. The Bilingual Office Assistant will help with various tasks from answering phones to onboarding interns for all JFCS programs. The Bilingual Office Assistant will be responsible for supporting the Administrator with day-to-day operations and overseeing the general administrative duties of the front office and selected programs.

Job Duties

Program Support

- Supports HR with the On-boarding process for interns and other volunteers
- Maintains a system for recording billing hours for quarterly grant reporting to Claims Conference
- Pull and dispose of outdated inactive client files
- Run month end reports for Supplemental funds for DV and Children under 18
- Admin on Microsoft 365- able to reset email passwords for interns
- Admin on Apricot to create new profiles and reset passwords if needed
- Tracking consents and other paperwork for school-based clients
- When referrals are received, update the tracking sheet by assigning clinicians and/or red flagging any that need further review.
- Participate in the School-Based Admin meetings for updates on a weekly basis
- Support school-based program with any in-office administrative tasks
- Admin on Think HR & HIPPA portal to track training progress for staff

Administrative Duties

- Responds to and resolves administrative inquiries and questions from the general public
- Answers and transfers phone calls, screening when necessary
- Making copies, faxing, filing, typing up documents
- Assists with unique events and activities, such as fundraising events or Holiday programs
- Maintains a system for recording gift cards
- Maintains office supplies and coordinates maintenance of office equipment

Required skills and Abilities of ideal candidate

- 3 years of administrative, customer service or sales experience; Experience working in non-profit setting a plus.
- Fluency in English and Spanish or Khmer, Russian or Ukrainian. Strong verbal and written communication skills
- Proficient in Excel, Microsoft Office 365, and Outlook functions
- Excellent interpersonal and customer service skills.
- Excellent project management and organizational skills and attention to detail.
- Basic understanding of clerical procedures and systems such as recordkeeping and filing.
- Ability to work independently.

To apply please send a cover letter highlighting your interest, qualifications, and salary expectations along with a resume to jobs@jfcslongbeach.org

JFCS is committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, sex, pregnancy, lactation, national origin, age, physical and mental disability, marital status, sexual orientation, gender identity or expression, and veteran status. JFCS seeks to recruit, develop and retain the most talented people and believes that diversity and inclusion among our teammates is critical to our success in serving our local communities.