

JOB TITLE: All for Oxford Administrative Lead

DEPARTMENT: All for Oxford

CLASSIFICATION: Non-Exempt

REVISED: 6/22

POSITION DESCRIPTION

SUMMARY:

The All for Oxford Administrative Lead is an at-will position that reports to the Director of All for Oxford. This position will warmly welcome each guest or caller to All for Oxford and provide administrative support to the director of the center. The Administrative Lead will work as a team member in a resiliency center setting that serves all members in the Oxford community. This position will provide and maintain a supportive, flexible, hopeful, empathic, and engaging environment for individuals/families seeking help with healing.

ESSENTIAL JOB FUNCTIONS:

- Welcome visitors upon entering the Resiliency Center and help to ensure an overall pleasant visitor experience
- Cultivate a welcoming atmosphere that emphasizes trauma informed and victim-centered delivery of service
- Initiate prompt, courteous delivery of service by engaging guests upon arrival
- Help to manage the physical location of the Resiliency Center to provide a comfortable place for visitors to congregate or seek services
- Serve as the point of reference for visitors who need assistance or information and is attentive to their questions
- Assess visitor's needs and provide them with personalized solutions for self-directed wellness activities or classes offered by the Resiliency Center and/or others across the community
- Assist with a variety of administrative tasks such as updating the events calendar, printing, and distributing flyers, and assisting the Director, as needed
- Oversee volunteer vetting, onboarding, and ongoing management
- Answer phone calls and appropriately direct individual inquiries
- Respond to complaints and seek the appropriate resolution
- Thoughtfully engage in crisis intervention training and provide an empathic "listening ear," as needed
- Must be comfortable with people during times in which they may exhibit emotional distress
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Continuously manage a clean and comfortable environment for people served as well as co-workers
- Participate in training and orientation of new staff, volunteers, and interns
- Actively support and participate in continuous intra-departmental and agency-wide quality improvement processes
- Ensure adherence to Resiliency Center core values of compassion, acceptance, integrity, growth, and collaboration within both staff culture and program development
- Perform other job-related duties as assigned

SUPERVISION: None

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Possess some knowledge of trauma-informed care
- Understand the impact of traumatic events on individuals and community
- Crisis Intervention skills, which will be provided upon hire by Common Ground

SKILL TO:

- Type, enter data, file, and operate office equipment efficiently
- Interact positively with departmental staff and individuals being served

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SKILL TO (cont.)

- Resolve guest conflict in a friendly, helpful manner
- Demonstrate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint, and Outlook)

ABILITY TO:

- Relate to a diverse population which includes a variety of ages, economic, and educational backgrounds
- Possess proficiency of the English language; multilingual preferred
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Consistently exercise superior customer service skills with both team members and individuals being served
- Demonstrate organizational skills with strong attention to detail
- Apply the dynamics of the crisis intervention model and engage in problem solving process
- Work in a multi-disciplinary environment and manage evolving needs

REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or GED
- Associates degree or Bachelor's degree, preferred
- Experience working in a community-based setting, preferred

ESSENTIAL REQUIREMENTS:

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform their essential duties.

Environmental Working Requirements:

This position requires the ability to work in an office environment with exposure to computer screens, working in teams and closely with all staffing levels. The work environment is that of a resiliency center and may subject staff to behavioral and medical events that could be emotionally fatiguing.

Other Requirements:

Ability to work evenings, weekends, and holidays, as required.

The agency may in its sole discretion fill this position on a full-time, part-time, or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check.

Common Ground is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Employee Signature

Date

Human Resources Witness

Date