

Job description

Administrative Assistant

Reporting to the Asset and Finance Manager, the Administrative Assistant is responsible for assisting in the coordination of all lines of business as needed and is a liaison between customers and staff. This is a part time non-exempt position.

Job Description

The Administrative Assistant plays a central role in the organization in as they are responsible for the first point of contact with NWSoco partners and customers, which, requires professional office attire, dynamic and positive customer service skills, exceptional organizational skills, the ability to multi-task and oversee customer data entry in a time-effective manner. The purpose of this position primarily to act as a sales person, promoting NWSoco services with customers at the front desk and as office support, assisting all lines of business coordinating administrative needs. The Administrative Assistant position requires excellent analytical, interpersonal, organizational, and writing skills and the ability to exercise extensive discretion and independent judgement.

Responsibilities

(Include but not limited to)

Customer Service

- Welcomes visitors by greeting them, in person or on the telephone; answering questions, assessing customer needs and then based on customer needs suggests services and assists customers in the use of our virtual engagement tool (CFT).
- Inform and educate customers of the benefit and all services offered by NeighborWorks, acting as a sales person, but with the best needs of the customer as priority.
- Assists with intakes, appointment scheduling, and customer follow-up utilizing NWSoco virtual customer engagement tool (CFT) and the customer relationship management tool (Salesforce - CRM)

- Handle routine customer concerns/questions by thoroughly explaining and helping customers to understand the process by which customers move through each of NWSoco programs with a focus on long-term financial stability.
- Provide information on programs provided by other human service agencies, as needed to promote NWSoco as a common place to seek resources in the community.

Administrative Coordinating

- Receive, record and distribute all incoming mail, email, faxes; receive, record and secure all NWSoco incoming receivables.

Other

- Seek out and complete applicable training when required for performance.
- May perform additional duties of similar or related nature as assigned.
 - Some travel for training may be required

Qualifications:

- A high-school diploma and 1 year of similar work experience required.
- Office computer skills; MS Outlook, MS Word, Excel, (includes creating, editing, and maintaining various applications as well as creation and maintenance of spreadsheets in Microsoft Excel)
- Excellent verbal communication skills
- Excellent organizational and filing skills
- The ability to identify areas of opportunity of inefficiency and using problem solving skills and communication actionably improve NWSoco's effectiveness.
- Positive, professional demeanor and the ability to work well with staff and promote a positive image of NWSoco throughout the community.

NeighborWorks Southern Colorado is an Equal Opportunity Employer.

Job Type: Part-time

Salary: From \$15.00 per hour

Benefits:

- Paid time off

Schedule:

- Day shift
- No weekends

Ability to commute/relocate:

- Pueblo, CO 81004: Reliably commute or planning to relocate before starting work (Required)

Experience:

- Customer service: 1 year (Preferred)

Work Location: One location