



Administrative Coordinator
Part-time 32 hrs/week

Making a difference and connecting for good are the core values of our organization! Our staff enjoy their work knowing that the work they do helps to change lives in our community. We practice Work Life balance to empower our staff to be the best. Join our team in our dynamic, mission and values driven agency that engages 20,000 local people a year to connect for good in our community. Our values are quality, equity and engagement for our staff, our volunteers, our donors and our community.

About this Job

We are looking for an energetic, organized and supportive person with great office skills to coordinate reception activities in our diverse, busy Centers and to be the anchor for our Mid County Center. If you love helping people, draw energy from active environments and love coaching a team to provide excellent customer service this job is for you! The Volunteer Center is home to 20+ programs that serve our community with three Centers; two Santa Cruz and one in Watsonville. We believe people are at the heart of transformative change for good and engage 14,000 people each year to make our community better.

Under the supervision of the Sr. Administrative Manager, the position will sustain reception systems, training and support for volunteers, interns and staff receptionists so people contacting us on the phone or in person to volunteer, learn or seek services have an excellent customer experience and get connected in a timely fashion to the person who can help them.

Job Duties

- Provide direct support and supervision to all Volunteer Center sites and volunteers
- Maintain volunteer files, scheduling and tracking hours.
- Train new volunteers and staff on use of basic office tools – phones, copier/printer, google calendars, petty cash, various forms; and systems, daily mail, inventory and supply access.
- Coaching, problem solving and training Receptionists in our Watsonville and Santa Cruz/Harvey West sites.
- Schedules the utilization of shared space for meetings and program use at the 17th Avenue site.
- Works with leadership to maintain and update Office/Procedures Manuals as needed.
- Provides general Administrative Support as the anchor for our 17th Avenue site.
- Performs clerical tasks as needed including writing simple documents, updating forms, data entry, filing, copying, maintaining shared google drives and back-up for reception.
- Supervises office volunteers in simple projects in support of programs such as assembling bulk mailings, preparing binders and materials for trainings, making phone calls to volunteers and program participants.
- Take minutes/notes at online or in person meetings.
- Works as a team member to achieve agency goals for community engagement and safe and welcoming spaces.
- Safety Committee and the Site Safety Coordinator for our 17th Avenue site.

Qualifications:

- Bilingual English/Spanish required.
- B.A. and two years of relevant experience, and/or three years of relevant experience working in positions of a similar nature.
- Strong time management skills and the ability to support the work of multiple teams towards high performance goals.
- Strong computer systems skills including MS Office Suite and/or Google Office Suite.
- At least 3 years of experience in reception and or customer engagement.
- Functional knowledge of multiline phone systems.
- At least 2 years of experience coaching and training volunteers or other team members, including preparing schedules.
- Strong oral and written communication skills.
- High level of focus. Ability to multi-task and manage distractions.
- Ability to engage positively with diverse populations, including seniors, youth, people who are unhoused, people with disabilities.
- Valid driver license and safe driving record.

Employment Terms and Conditions

32 Hours/Week, \$21.68 – \$23.12 per hour to start, depending on skills and experience.

The Volunteer Center offers a robust benefits program for employees who work 20 or more hours per week, including:

- Employer sponsored Health care
- Employer sponsored Vision plan
- Employer sponsored Acupuncture and chiropractic coverage
- Employee Assistance Program
- 401(k) Retirement Plan
- 10 Paid Holidays
- 6 Floating holidays per year after satisfying all eligibility requirements.
- 12 days of accrued Vacation for the first year of employment at one day per month
- Sick Leave
- Paid 1/2-hour lunch
- Flexible Spending Account options
- Eligible for mileage reimbursement
- Paid Professional Development Trainings
- Flexible/Hybrid work schedule options

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical handicap, or disability, medical condition, marital status, gender, sexual preference, age, veteran status, or any other non-merit factor unrelated to job duties.

The Volunteer Center is an Equal Opportunity Employer that embraces diversity, equity and inclusion and we encourage applications from people of all race, color, religion, national origin, ancestry, physical ability, health, family status, gender, sexual preference, age, veteran status who meet the qualifications listed for this position. We practice affirmative action to create and sustain a diverse and representative workforce that reflects our community.