



## EMPLOYMENT OPPORTUNITY

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at [www.unionsettlement.org](http://www.unionsettlement.org).

**Position:** Office Assistant

**Department:** Adult Education

**Reports to:** Director of Adult Education

**Hours:** Full-time

**FLSA:** Non-Exempt

### **Position Summary:**

The Office Assistant will support the effective management of the Adult Education department by providing administrative services and customer-service interface. The ideal candidate will be a dedicated professional able to undertake a variety of office support tasks and work diligently under pressure. This person will be comfortable working with a high degree of attention to detail and discretion, as well as incorporating new and effective ways to achieve better results.

### **Responsibilities include:**

- Greets customers of the department, or other personnel of the organization, by phone, in person or through electronic media.
- Assesses customer needs and explains services, processes, procedures, and guidelines.
- Handles requests/transactions or directs the person or matter to the proper sources.
- Assists in resolving problems and ensuring satisfactory customer service.
- Processes forms or applications to ensure accuracy and completeness; computes or verifies data, fees or payments, enters data and forwards or files paperwork.
- Creates and maintains documents in Word, Excel and Google and uses predefined templates and form letters.
- Operates office equipment such as printers, copy machines, fax machines; serves as liaison with service and vendor personnel.
- Provides direct or indirect assistance to academic functions and services including room or class scheduling, administration of student records, test administration, scoring, supporting counseling/advising services, and general support to programs in all areas.
- Enters information into DYCD Connects and/or other databases of department records and services, ensures the accuracy and completeness of the data, and generates reports or outputs as needed.
- Receives mail or correspondence; opens or reviews correspondence and determines proper disposition.

- Maintains department supplies and inventories tracking status, orders, purchases, and maintaining or distributing supplies as needed.
- Files documents and develops or modifies filing practices, including use of electronic rather than paper records.
- Coordinates, organizes, and takes minutes at meetings, and supports other department activities and functions.
- Performs other related duties as assigned.

**Qualifications:**

- Minimum Associate's Degree and three years' experience.
- Bilingual (English/Spanish) preferred.
- Strong verbal, written, clerical, organizational, and problem solving skills.
- Demonstrated ability to perform multiple tasks effectively.
- Ability to identify student needs and match them with available resources.
- Must be able to work a flexible schedule, including night hours or Saturdays.
- Excellent team collaboration and interpersonal skills.
- Knowledge of office practices, procedures and techniques.
- Excellent verbal and written competencies.
- Ability to operate computer and various software packages, office equipment, other information systems and databases, and internet.
- Proven ability to develop and maintain effective working relationships and be responsive to the needs of clients and contacts.
- Must qualify to take and pass Notary Public Exam.

**To Apply:**

Please send cover letter, resume, writing sample, salary requirements, and contact information for at least three professional references (preferably current or former direct supervisors) to: [adulteducationcareers@unionsettlement.org](mailto:adulteducationcareers@unionsettlement.org) . Please indicate "Office Assistant" in subject of e-mail.

**UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER**