

UNION SETTLEMENT

JOB ANNOUNCEMENT

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.

Position: Office Assistant
Department: Adult Education
Reports to: Director of Adult Education
Hours: Full-Time (35 hours per week)
FLSA: Non-exempt

Position Summary:

We are currently seeking an Office Assistant for our Adult Education program. The ideal candidate will be a hard-working 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:

- 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.
- Uses an agency computer and a variety of office software applications including word processing, email, and file management.
- Creates documents in Word or uses predefined templates and form letters. Creates or maintains files in Excel or using Google tools.
- 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. This includes room or class scheduling, administration of student records, test administration and scoring,

supporting counseling/advising services and general support to programs in all areas of the college.

- Enters information into DYCD Connects and/or other large and complex 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 for the work unit or area. Opens or reviews correspondence and determines proper disposition.
- Maintains department supplies and inventories. Tracks status, orders, purchases, and maintains or distributes 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. Schedules or obtains use of rooms and sets up rooms and equipment for use.
- Performs other related duties as assigned.

Qualifications:

- Minimum Associate's Degree and three years' experience.
- Strong verbal, written, clerical, organizational, and problem solving skills.
- Demonstrated ability to perform multiple tasks effectively.
- The ability to perform at a high level.
- Proficient Computer and Social Media skills.
- Must be able to work a flexible schedule, including night hours or Saturdays.
- Hard working individual, team player, and great personality.
- Bilingual (English/Spanish) preferred.
- Other duties as assigned by Director of Adult Education.

To Apply:

Please send Cover Letter, Resume, References, and Salary Requirements to:
adulthoodeducationcareers@unionsettlement.org

Please indicate Office Assistant in the subject of e-mail.

UNION SETTLEMENT IS AN EQUAL OPPORTUNITY EMPLOYER