

Mid-Columbia Community Action Council

JOB DESCRIPTION

Job Title: Office Support Specialist

Why work at MCCAC?

Mid-Columbia Community Action Council (MCCAC), located in heart of the beautiful Columbia River Gorge, serves Hood River, Wasco and Sherman Counties. MCCAC offers programs and services to ensure our most vulnerable community members have access to healthy, safe, stable and affordable housing. This is accomplished through our housing, energy/utility payment assistance and weatherization programs. MCCAC envisions a thriving community where our friends and neighbors have opportunities to be successful and thrive.

Job Purpose:

The Office Support Specialist will provide support to the MCCAC staff and serve as an initial point of contact with the general public. The position will be instrumental facilitating communications between the general public and MCCAC's program while providing a high level of customer service. The Office Support Specialist will also ensure that the day to day operations of MCCAC's physical offices are professional in appearance and that MCCAC staff have the resources they need to be successful in their jobs. This is a bi-lingual (English/Spanish) position.

Duties, Tasks, and Responsibilities:

Communications

- Answer MCCAC's main office phone line and route customers to the appropriate staff within the agency, based on identified customer need.
- Serve as first point of contact for customers seeking services from the agency in person.
- Provide customers with referrals to resources offered by other community based organizations. Call partner organizations on behalf of customers to ensure availability of resources prior to making referrals.
- Serve as a conduit for general agency emails and ensure that emails are routed to the appropriate staff.
- Communicate with agency leadership and staff on key issues arising from customer base.
- Communicate and coordinate with other community based organizations on the availability of programs and resources across the agency service territory.
- Ensure MCCAC staff have up to date information on the availability of resources across the region.
- Assist customers in completing MCCAC required program intake forms.

Office Management:

- Maintain a professional look and feel of MCCAC office space.
- Serve as conduit for procurement of office supplies.
- Ensure proper care and maintenance of agency owned offices, real estate, equipment, etc.
- Work with MCCAC's contracted technology provider to ensure that all technology related services are operating efficient and effectively.
- Troubleshoot with MCCAC staff on technology needs not requiring contracted provider service.
- Assist with onboarding of new staff through communication and education on the use of staff resources and technology.
- Assist with client intake and initial client data entry in relevant case management systems and databases (as needed).

Mid-Columbia Community Action Council

JOB DESCRIPTION

Marketing and Social Media:

- Ensure that agency brochures and collateral are up to date and well stocked.
- Work with translation services to ensure agency materials are offered in multiple languages.
- Post important MCCAC updates on agency social media sites.

Knowledge, Skills, and Abilities:

- Strong commitment to equity and racial justice reflected in internal and external interactions and through work product
- Accuracy in data entry
- Excellent oral and written communication skills
- Organized, accurate and concise with attention to detail
- Proficiency in Microsoft Office platforms, especially Outlook and Word.
- Familiarity with the use of social media platforms.
- Ability to multi-task and collaborate with others
- Ability to work under competing deadlines with minimal supervision

Qualifications:

- Office Management or Receptionist experience a plus.
- Knowledgeable on Trauma Informed Care practices a plus.
- Minimum of High School diploma or GED equivalent required.
- Bi-lingual required.

Position Details:

- This position is rated as active with frequent kneeling, stooping, bending, and sitting, regularly requires the individual to lift 30 pounds
- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.
- MCCAC is an equal employment opportunity provider.
- Location: The Dalles
- Fair Labor Standards Classification: Permanent
- Reports to: Household Utilities Program Manager

Salary and Benefits Information

Hourly wage: \$18.50 per hour with 3% pay differential for successful bilingual candidates.

- Benefits: MCCAC offers an excellent benefits package including Blue Cross medical insurance with the agency covering 90% for employees and dependents. Dental and vision coverage. Life insurance, 401k, paid vacation and sick leave.

To Apply

Submit resume and cover letter to kbuckles@mccac.com. Cover letters should include why you are uniquely qualified to serve in the position and what strengths you would bring to the role.

Veterans, people of color and people with lived experience are encouraged to apply.

Position will remain open until filled.