

Programs Assistance Clerk Job Description

Summary: Responsible for performing but not limited to clerical duties in an office/nonprofit setting. Daily duties include but are not limited to, answering phones, greeting clients, scheduling appointments, working with clients and volunteers. This position reports directly to the executive director.

Primary responsibilities

- Answer phones and greet clients warmly.
- Reroute calls to appropriate people.
- Answer inquiries about organization.
- Provide clients with information about our programs or recommend alternative options.
- Complete necessary forms for clients to access programs.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Take and deliver messages.
- Check community service workers in and out.
- Provide training and support to our Thrift Store and volunteers.
- Keep social media posts current and accurate.

Secondary responsibilities

- Supply needed copy for monthly newsletter.
- Work on special assignments when request by executive director.
- Assist in filing duties.
- Perform data entry as needed.

High school diploma or equivalent required.

Candidate must have extensive knowledge of Microsoft office, social media and familiar with all office machinery. Independently prioritize work flow to meet required deadline. Capable of working in a fast paced environment. Must be able to work with the public from all social levels.