



**The Family Center** envisions a future where all New Yorkers thrive in secure healthy communities. Our mission is to provide holistic care and support to individuals and families affected by life-altering events to create a path to healing, stability and a fulfilling future. Please visit our website at [www.thefamilycenter.org](http://www.thefamilycenter.org) for more information.

The Family Center is looking for a **full-time Operations Administrative Assistant**, who will be responsible for assisting with administration and daily operations for The Family Center's office in Brooklyn, NY. The Operations Administrative Assistant reports to the Operations Manager.

### **Primary Responsibilities**

- Open and close the building
- Answer and direct phone calls
- Operate the door entry system and monitor clients and visitors entering and exiting the building
- Serve as a first point of contact for clients and visitors, handling inquiries and providing assistance in a professional and courteous manner
- Keep the reception area, front office, kitchen and restrooms presentable, neat and fully functional
- Monitor the reception area and address any concerns or issues according to protocol
- Monitor security camera footage and respond to any concerns or incidents according to protocol
- Maintain facilities, working with the Operations Manager to coordinate vendor services
- Process client co-pays and metro card disbursements, and maintain records
- Schedule appointments for physicians on staff
- Manage consultation room calendars
- Order, track, and process supplies, including putting away and organizing supplies
- Process weekly bills in coordination with outsourced fiscal operations staff
- Document and make bank deposits
- Handle mail, E-Fax and deliveries to staff, including trips to post office and FedEx as required
- Provide support for meetings and events, including handling catering, setting-up equipment etc.
- Assist in responding to medical and safety emergencies, which may include coordinating with managers and emergency responders, administering Narcan/First Aid, documenting incidents etc.
- Handle sensitive or confidential information with discretion and in compliance with privacy regulations
- Assist with clerical and other tasks, including data entry tasks, as needed
- Other duties as assigned

## Required Qualifications

- Associate's Degree *or* High School Diploma plus 2 years of experience working in an office or customer service environment
- Excellent customer service skills
- Excellent communication skills (both written and verbal)
- Superb attention to detail and the ability to catch and fix errors
- Excellent judgment and problem solving skills
- Excellent organizational skills
- Solid computer skills, especially Excel
- Self-starter
- This position will require the applicant to stoop, kneel, bend and lift up to 25 pounds. The applicant must also be able to conduct daily building walkthroughs that require walking up and down multiple flights of stairs

## Desired Qualifications

- Experience managing reception areas with children and families

**Location:** This position is fully on-site. Our office is located at 493 Nostrand Avenue, Brooklyn, NY, which is conveniently located steps away from several public transportation options.

**Starting Pay Range:** \$40,000.00-\$45,000.00 per year

**Schedule:** Full-time, 35 hours per week. This position requires scheduling flexibility, including working evenings and Saturdays as needed. The schedule range is anytime between 8:00am-7:00pm.

**Employee Benefits:** The Family Center offers a highly competitive benefits package, which includes medical, dental and vision insurance, Long-Term Disability insurance, a 403(b) retirement plan, a pension plan, a Flexible Spending Account (FSA), Life Insurance, commuter benefits, a tuition reimbursement program, paid federal holidays, summer Fridays and other early leave days throughout the year, a generous vacation policy, and extensive professional training and development opportunities.

The Family Center is a registered 501(c)(3) nonprofit, and is an eligible employer for the Public Service Loan Forgiveness Program.

## How to Apply

Please email your resume and cover letter to [jobs@thefamilycenter.org](mailto:jobs@thefamilycenter.org) and put "Operations Administrative Assistant" in the subject line. In your cover letter, please include your salary requirements.

**Equal Opportunity**

The Family Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.