

JOB TITLE: Office Assistant	SALARY: \$11-\$13/hr DOE	DATE PREPARED: 2019.06.12
STATUS: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/> Salaried <input checked="" type="checkbox"/> Hourly <input type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Temporary		
HOURS PER WEEK: 10-20 hours	LOCATION: Central Arizona, Glendale	

REPORTING RELATIONSHIP:

REPORTS TO: CAZ Assistant Manager
SUPERVISES: N/A

POSITION SUMMARY:

The Central Arizona Office Assistant performs a variety of administrative and clerical tasks. Duties of the Office Assistant include but are not limited to, providing support to the success coach team and assisting in daily office needs. This position will also help with re-enrollments of our Student Savers.

ESSENTIAL FUNCTIONS:

- Contact applicants via phone calls, texts and emails to assist with the process of submitting required documentation, screen applicants and schedule eligibility/enrollment appointments
- File, type, copy, scan documents
- Keep calendars and tracking spreadsheet up to date
- Complete data entry into data base system
- Answer inquiries from the public about the program
- Prepare outreach materials for events and prepare documents for eligibility and enrollment appointments
- Keep in constant communication with region team members
- Handle sensitive information in a confidential manner

OTHER DUTIES AND RESPONSIBILITIES

- Assist Regional Assistant Manager, Program Manager and Success Coaches as needed
- Other duties and responsibilities as assigned

MINIMUM QUALIFICATIONS: (Required unless stated as “preferred”, “a plus” or “desired”)

Education/Formal Training/Certifications:

- High School Diploma or GED required, Associates or bachelor’s degree preferred
- One (1) year of administrative support and/or customer service

Experience, Knowledge, Skills, and Abilities:

- Excellent verbal and written communication skills
- Experience with Microsoft Office 365 applications
- Experience with electronic filing systems
- Bilingual (Spanish and English) speaking, grammar, composition (preferred)
- Fast learner with the ability to troubleshoot minor problems
- Exemplary time and task management skills
- Highly disciplined and organized
- Ability to handle sensitive and confidential information with discretion



- A self-starter who seeks and seizes opportunity
- Proficiencies with other technology (e.g. Microsoft Office, including Excel, database systems), and willingness to adapt to new technologies
- Be comfortable in a “virtual office” environment as the geographic dispersion of staff across Arizona requires virtual communications and adherence to systems that support this type of workplace. Familiarity with and a desire to increase competency with software and online platforms that are utilized by the organization is required.
- Strong attention to detail and follow up skills
- Able to work in a designated regional office space, yet comfortable using virtual systems to communicate with staff geographically dispersed across Arizona. Familiarity with and a desire to increase competency with software and online platforms.
- Comfortable working in a fast-paced and evolving market-place that requires flexibility and adaptability.

Other relevant experience may be considered as substitutes for above qualifications.

TRAVEL AND AVAILABILITY

Travel within the state including to statewide team meetings, trainings, etc. will be required rarely.

This description is not intended to be an exhaustive list of all responsibilities and duties associated with the job. Earn to Learn may modify this job description as appropriate.

