



Job description
Bilingual Receptionist/Administrative Assistant

About the agency: FamilyAid Boston empowers parents and caregivers facing homelessness to secure and sustain housing and build foundations for their children's futures. Our dedicated, resourceful staff works in partnership with parents facing housing crises to develop safe, stable housing solutions that build on families' strengths and meet their unique needs.

FamilyAid Boston's programs include homelessness prevention, emergency shelter, and supportive affordable housing for parents and children at risk of or experiencing homelessness. Each family we work with receives comprehensive social services designed to help them build a foundation for long-term housing stability.

FamilyAid Boston is a supportive, collaborative, and diverse workplace where staff from various departments work together to achieve our mission. Agency leadership supports staff in their professional growth and maintaining work/life balance. We provide frequent opportunities for staff to build community outside of the typical workday. We offer competitive salaries, health and dental plans, 403b retirement, and a generous paid time off package.

Summary of the Position: The Bilingual Receptionist/Administrative Assistant is directly involved in the day-to-day coverage of the reception area in the main office and will often be the first point of contact for our mission-focused agency.

Duties & Responsibilities: (include but are not limited to the following)

1. Opens the main floor of the agency promptly, Monday-Friday
2. Greeting clients, donors, board members, and partners; determining their needs and/or checking them in according to current protocol
3. Assumes main coverage of reception area and the responsibilities connected with this coverage in collaboration with other appropriate staff
4. Controls and documents all incoming mail, including checks and packages
5. Monitors and answers all calls to the reception phone promptly and professionally, referring calls to the appropriate staff or program
6. Monitors the children's play space, as part of the reception area, including collaboration with staff and parents for ensuring the safety of children inside the play space
7. Manages the receiving and disbursement of in-kind donations in conjunction with the Development Department
8. Manages the inventory and disbursement of all office supplies for the main office, including the ordering of supplies and equipment in accordance with the budget



9. Works cooperatively with program managers, senior managers, and all Social Services staff in order to ensure the smooth functioning of all aspects of agency operations. Provides various staff with administrative support, which may include the preparation of various reports, forms, notices, and applications
10. Assists in monitoring the office facility in regards to cleanliness and health & safety features
11. Liaisons with the building management company as needed around operational and facilities issues
12. Other administrative tasks as assigned

Qualifications:

- Prefer an Associate's Degree and one year of administrative assistant or reception experience
- Significant experience and familiarity with Social Service agencies and situations
- Bi-lingual ability is preferred, esp. Spanish
- Excellent computer skills and knowledge of Microsoft Office
- Excellent interpersonal and writing skills
- Knowledge of office systems including multi-line phone systems, computers, and office equipment
- Multitasking and stress management skills are essential for this position
- Excellent troubleshooting skills

Supervision: This position reports to the Operations/IT Manager

Location: This position is based at 727 Atlantic Ave, Boston MA 02111

Hours: 40 hours/week. Days and hours to be determined, with the flexibility to meet client and program needs.

To apply:

Applications will be reviewed on a rolling basis. Please send your cover letter and resume to hr@familyaidboston.org:

Applications may be mailed to:
Human Resources
FamilyAid Boston
727 Atlantic Ave
Boston, Massachusetts, 02111



FamilyAid Boston is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation, or age.