

DOWN EAST PARTNERSHIP FOR CHILDREN

POSITION: Family Resource Center Specialist

REPORTS TO: Family Resource Center Coordinator

CLASSIFICATION: Non-Exempt

HOURS PER WEEK: Regular, Full-time

DATE: _____

APPROVED: _____

Executive Director

PRIMARY PURPOSE:

This position is responsible for assisting in the day to day operation of the Family Resource Center to include providing support to callers, visitors and staff regarding available programs, workshops, resource center space and receipt of funds/materials. Performs tasks necessary to maintain and provide a secure, welcoming environment for the Family Resource Center and the Discovery Park.

ABILITIES NEEDED:

- To work independently and as part of a team
- Detail oriented
- Good organizational skills
- People skills
- Good communication skills
- Able to be bonded
- Valid driver's license

WORK EXPERIENCE REQUIREMENTS:

- Minimum of three years general office experience
- Computer skills in Microsoft Excel and Office preferred

ESSENTIAL RESPONSIBILITIES:

DEPC Family Resource Center Operations:

1. Program Support

- Greet staff and visitors, directing them to the appropriate destination.
- Answer multi-line telephone, screening calls, and announcing and routing calls to the appropriate person.
- Provide callers with appropriate information regarding DEPC Programs, scheduled workshops, etc. Responsible for monitoring the front entrance of the Partnership, greeting visitors, plus finding out the nature of the visit and directing them to the appropriate destination.
- Inform staff of appointments and walk-ins.
- Maintain calm demeanor and is responsible for juggling multiple phone calls and visitors simultaneously.
- Maintain confidentiality of all appropriate information

- Register participants for workshops
- Maintain receipt book.
- Set up of rooms for all events, which may include opening and closing the building for weekend events.
- Pick-up mail at Post Office box and assist with mailing and collating projects.
- Maintain receiving log.
- Reconcile packing list with materials received.

2. Family Resource Center and Discovery Park

- Responsible for preparing for new staff to include adding to lobby listing and sign-in board.
- Assist in the maintenance of the facility.
- Responsible for preparing orders for janitorial and kitchen supplies.
- Assists the Family Resource Center Coordinator by contacting vendors and coordinating events and repairs.
- Maintain clean linens for the Partnership.
- Responsible for closing the building on days without an evening event.
- Responsible for preparing Discovery Park clean-up schedule and informing staff.

3. Other

- Respond to emergency situations and other routine security tasks including serving as alarm company/police first point of contact.
- Assesses the facility/roads after inclement weather to help determine if conditions allow for a safe return to work.
- Attend Down East Partnership for Children staff retreats which may include an out of town retreat and workshops as required.
- Process all room reservations using Google Calendar.
- Operations team support
- Assist with DEPC Special Events.
- Other duties may be assigned, as deemed appropriated, by the Family Resource Center Coordinator and Operations Director.

EDUCATION:

- High School graduate/equivalent required

PHYSICAL REQUIREMENTS:

- While performing this job the employee is:
 - Frequently required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands or arms; and talk or hear
 - Periodically required to stand; walk, stoop, kneel
 - Periodically required to lift up to 30 pounds
- Specific vision abilities required by this job include: close vision and the ability to adjust focus to operate the computer
- The position also requires the ability to periodically work under time pressure

To apply: Submit cover letter and resume to Lori Winstead at: lwinstead@depc.org