



Community Relations & Administrative Associate JOB DESCRIPTION

Title: Community Relations & Administrative Associate

Reports to: Director of Operations

Hours/Schedule: Full-time (37-40 hours/week); Monday-Friday, 8:45am-5:15pm

Start Date: July 1, 2018

Summary/Background: The Community Relations & Administrative Associate is the first person visitors meet when they walk through the front door at RHI. This person greets visitors, staff, participants, parents and members of the community and points them in the right direction. This person makes connections for Red Hook residents coming to RHI for support services, whether those services can be found at RHI or elsewhere. This is an opportunity to play an integral role at an organization that has been a leader in place-based social change for more than 16 years. There is ample room to grow, within the organization.

Responsibilities: The responsibilities of the Community Relations & Administrative Associate position include but are not limited to:

Administrative support for RHI office

- Provide basic office support including telephone coverage, printing, photocopying, mailing, filing, light data entry and other tasks, upon request
- Open RHI's front desk at 8:45am every morning.
- Monitor the facility periodically to ensure cleanliness and order
- Connect with staff as necessary to communicate visitors' needs and reserve space for meetings and events
- Maintain a professional front office environment (e.g., overseeing the community bulletin boards)
- Manage RHI's phones and voicemail system.
- Survey inventory of basic office supplies and place orders to ensure frequently used items stay in stock
- Coordinate and communicate calendar updates among programs through shared calendar system, including booking rooms for special events or series
- Manage RHI's weekly internal communications newsletter; compile updates and share with all staff in an engaging way
- Attend team meetings for Operations and Community Building teams

Community relations

- Greet visitors and callers in person or on the telephone and relay messages and requests to appropriate staff members
- Manage registration/sign-in of all visitors
- Make referrals to RHI staff and partners as appropriate
- Handle printing and faxing requests
- Log all client information and needs in Salesforce
- Help implement crisis response protocols as needed, with support from Supervisor on Duty and specialized trainings (e.g., mental health first aid)
- Willingness to attend community events

Resource sharing

- Manage resource database: continually expand and update list of resources available to Red Hook residents through the Resource Book and Community Bulletin Board
- Connect people to resources, such as signing up for MY NYCHA online, signing up for the Red Hook HUB, demonstrating how to use Red Hook WIFI, registering to vote
- Recruit for RHI programs by sharing information about offerings

Skills, Knowledge and Abilities:

- Outgoing personality and willingness to interact with a wide variety of people
- Excellent organizational skills; demonstrated ability to follow tasks through to completion, over time
- Capable of working on multiple tasks at one time
- Ability to keep accurate records
- Attention to detail and a conscientious attitude
- Professional, mature demeanor
- Patience

Experience and Qualifications:

- High School diploma or GED required
- Proficient in basic computer programs including Google Drive and Microsoft Word (Salesforce a plus)
- 1-2 years previous administrative work or related experience preferred
- Knowledge and experience of Red Hook Initiative program offerings
- Red Hook resident preferred
- Bilingual (English/Spanish) preferred