

FOSTER CITY VILLAGE JOB ANNOUNCEMENT

(Approved January 12, 2015)

ABOUT FOSTER CITY VILLAGE

Foster City Village (FCV) is a community-based non-profit membership organization that empowers older adults to live happily, healthfully, and successfully as they age by providing an active community in which to get involved, and a network of resources that address their living needs as well as their social, cultural, and educational desires. The organization also serves as a resource to the community at large by hosting many free workshops, lectures, and events open to the public.

PART TIME OFFICE ADMINISTRATOR POSITION

Foster City Village is seeking a dynamic, outgoing, detail-oriented, and organized team player to serve as the organization's part-time Office Administrator.

The Office Administrator (OA) maintains the communication link between the public, Members, Board of Directors and Volunteers through the Foster City Village (FCV) by telephone, email, US Mail, and web-based connections. Through a database system, it dispatches member requests and monitors assignments to the operation unit. The OA maintains membership and service records, monthly reports and provides timely event announcements.

The Office Administrator:

- Generates and manages all member services and special needs requests from origination to confirmation/completion through the Club Express website.
- Answers phone calls, voicemail and e-mail messages. Communicates with members to resolve any problems and to seek feedback/recommendation to improve the Village. Reports question/problems to appropriate committee chairperson.
- Creates, manages and updates member, volunteer and vendor information in Club Express and hard copy office files.
- Responsible for securing checks that arrive at office and notifying Treasurer.
- Generates flyers, letters and other documents and prepares for mailing. Assists in planning/hosting of FCV events and outreach activities.
- Develops and updates events calendar and regularly prepares group e-mail reminders and notices as a service to members and volunteers.
- Performs other tasks such as processing DMV clearances and picking up mail at off property location.

REQUIREMENTS / QUALIFICATIONS

The ideal candidate will:

- Have at least 3 years of professional and/or volunteer experience in customer service and data management
- Be a “people person” and customer service oriented
- Have patience and compassion in working with a wide variety of people and personalities, including people with memory loss or cognitive impairment
- Possess excellent skills in listening, writing, and oral communication
- Be PC computer proficient at using Gmail, Outlook, Word, and Excel spreadsheets; comfort level using Constant Contact, and any database system strongly desired
- Be a quick learner when it comes to using an unfamiliar database/data management system
- Be detail-oriented, organized, and resourceful
- Be adept at multi-tasking and problem solving
- Be flexible and comfortable with a constantly-changing workload
- Be able to work independently and as a team player with a sense of humor

Other desired qualifications:

- Experience working with seniors is strongly desired
- Strong skills with data tracking, reports, and databases is strongly desired
- Bachelor’s degree preferred, particularly in a related field such as gerontology, human services, sociology, social work, communications, or business administration

To be hired, a candidate must:

- Pass a criminal background check
- Have a current driver’s license, registered vehicle, and auto insurance, with a clean driving record (occasional driving will be required; willingness to transport others individuals on rare occasions is desirable)

TERMS OF EMPLOYMENT

This is a temporary part-time position, 20-hours per week continuing through December 31, 2015. Regular shifts are Monday-Friday, with core hours between 9am-1pm; occasionally, it will be necessary to work an evening or weekend day/evening, in which case the week’s total hours will not exceed 20 hours.

Compensation will be \$18-20/hour commensurate with experience. This is not a benefited position and is contingent upon continued funding.

APPLICATION PROCESS

This position is Open Until Filled. Resumes will be reviewed as they are received and interviews scheduled accordingly. Applicants will not be contacted unless selected for an interview.

For immediate consideration, please email your cover letter and resume. In your cover letter, please detail the level of your experience, qualifications, and computer skills as it compares to this position along with three (3) professional references to:

Via email to Sophia Hutson at svhutson.fcv@gmail.com: Subject line, "FCV Office Administrator"

–or–

Via USPS mail:

Foster City Village
Attn: Sophia Hutson, OA Job Posting
969-G Edgewater Blvd. #901
Foster City, CA 94404

No phone calls or email inquiries, please.

To download or print this job description, visit: **www.fostercityvillage.org** and look for the horizontal tab "**Job Openings**". After it is open on the upper right side there are two small icons: one will download the document to your computer, and the other will print it.

For more information on Foster City Village, visit: www.fostercityvillage.org