

ORGANIZATIONAL BACKGROUND

VCCDC was incorporated in 2001 by affordable housing advocate, the late Rodney Fernandez, and Bertha Garcia as an independent 501(c)(3) to fulfill their vision of strengthening and sustaining prosperous communities through mortgage financing, education and financial literacy. Since then, in Rodney's name, the Board of Directors and staff have all worked together to carry on this vision. The mission of VCCDC is "To strengthen and sustain vibrant communities by empowering individuals and families to build wealth through education and homeownership with a primary focus on serving low-to moderate-income clients."

BENEFITS

Comprehensive benefits package includes:

- Health, vision, dental, life and AD&D insurance (employer paid for employee, add'l cost for family plans) – eligible 60 days after hire date
- Availability of Flexible Spending Account (FSA), Health Savings Account (HSA), and 403B Retirement Plan – all voluntary
- 13 Paid Holidays
- Paid Time Off (PTO) - based on months of service, accrual begins on hire date

SALARY

- Salary starting at \$18/hour
- Salary dependent on experience
- Full-time, 40 hours

CONTACT

All qualified persons should fax or email resume to:
VCCDC - Attn: Keily Victoria
(805) 604-1359
kvictoria@vccdc.org

This job announcement is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor. VCCDC will provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship.

VCCDC is an Equal Opportunity Employer

ABOUT THE JOB

The primary functions of the position are to act as the first point of contact for clients and guests, maintain optimal office operations and support the VCCDC team in all business activities. The position is best suited for an independent worker who excels in customer service, is personable and shows initiative. The Administrative Support Clerk reports to the Director of Program Development and Administration.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Phone system management - answer phones, route calls, check voicemail, update out of office/hold messages, train new employees on phone system
- Greet clients and visitors in an inviting manner and determine their needs via phone, email, and text
- Monitor front desk and follow security and sign-in procedures for all guests
- Assist with a variety of administrative tasks including copying, faxing, taking notes, managing incoming and outgoing mail, filing, calendar management
- Assist with bookkeeping/accounting functions
- Manage various data entry projects
- Order office supplies and manage inventory
- Ensure operation of office equipment by completing preventive maintenance requirements; call for repairs; evaluate new equipment and update staff on equipment changes and updates
- Liaison with third party vendors (building maintenance, janitorial services, etc.)
- Assist in planning company events, meetings, and employee activities
- Assist with receiving and copying client documents
- Enroll participants in educational workshops and schedule appointments for new clients
- Update event calendars on online platforms and social media
- Support with other administrative duties and special projects as needed

ESSENTIAL SKILLS

- High School Degree and a minimum of 2 years professional experience in office setting or customer service
- Friendly, personable with a strong desire to help others
- **Punctual & dependable**
- Bilingual English/Spanish – speaking, reading, and writing
- Dedication to excellence in customer service
- Demonstrate initiative, resourcefulness, accountability, and integrity
- Ability to prioritize and meet deadlines
- Effective organizational skills and consistent attention to detail
- Excellent time management skills and the ability to work unsupervised
- Solid social and communication skills
- Intermediate or advanced knowledge of office equipment, including PCs, printer/fax and Microsoft Suite
- Ability to quickly learn new client management systems and online platforms
- Demonstrate a genuine interest and enthusiasm for VCCDC's mission and working in a team environment
- Flexible to accept new assignments as the need arises