

JOB OPENING

Job Title: ADMINISTRATIVE SUPPORT
Department: Operations
FTE: 1 FT Open Position
Location: Brooks Crossing Innovation and Opportunity Center
550 30TH Street, Suite 102
Newport News, VA 23607

SUMMARY

Provides clerical, operational, technical and office support to Opportunity Center Coordinator and partners to ensure the efficient and seamless operations in the Center. Prepares Opportunity Center for efficient space and time use efficiencies that serves the public at large and industry leaders accordingly.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Prepares Center for opening each morning. (computer lab, classrooms, shared space, shared offices, staff kitchen area, lobby, audio visual equipment, etc.)
2. Greets Career Center visitors, answers and directs incoming calls.
3. On site resource to staff, program participants, vendors and visitors.
4. Assists in maintaining workshop schedules and other office event schedules.
5. Directs Career Center customers to appropriate resources.
6. Assist with technical needs of staff, program participants and visitors.
7. Acquire basic working knowledge of Career Center programs and services to assist staff and participants with various functions.
8. Coordination, room arrangement, notifications to attendees, and setting up for training and/or workshops.
9. Drafts and disseminates documents as required.
10. May have split shift for occasional night or Saturdays events.
11. Maintains excellent customer service demeanor at all times.

12. Responsible for AV technical devices, computers, copiers, supplies and ordering as needed.

13. Locks up at close of business.

SUPERVISORY RESPONSIBILITIES

Responsible for own work and not required to direct or supervise other personnel but may occasionally instruct or show another employee how to perform the work. Direct report to Center Coordinator and The WorkPlace leadership. Provides supportive role to Economic Development Authority, as well, when needed.

QUALIFICATIONS

To perform this job successfully; an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work with and support a diverse customer base
- Excellent customer service skills in a constantly changing environment
- Outstanding computer skills

EDUCATION and/or EXPERIENCE

High School Diploma or GED, one year of customer service experience, sales and/or related experience and/or training; or equivalent combination of education and experience. Associates Degree is preferred.

COMPUTER SKILLS

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Outlook, Excel, PowerPoint, Access.

OTHER SKILLS AND ABILITIES

Multilingual a plus

Position will remain open until filled, although applications received by October 25, 2019 will receive priority consideration. Interviews can begin as early as November 1, 2019.

To apply, submit cover letter, three professional references and resume to:

Lauren Kelman, HR Specialist

lkelman@workplace.org