



Children's Advocacy Center
of Southwest Michigan

Position Description

Office Administrator/Child Care Specialist

This position is responsible for skilled office work providing administrative, clerical and office management services. This includes overseeing clients in the reception area, including childcare responsibilities when the child's caregiver is meeting with other staff.

Qualifications

A minimum of high school diploma is required, bachelor's preferred. Excellent verbal and written communication skills are required. The ability to interact with children is imperative. Ability to handle a variety of tasks and effectively prioritize work is essential. Strong, demonstrated organizational and problem-solving ability a must. Flexibility in duties and tasks.

Responsibilities

- Receive and screen incoming phone calls and direct these calls to appropriate staff. Take accurate and detailed messages if a staff person is unavailable to take a telephone call.
- Receive incoming phone calls to schedule therapy appointments and accurately enter appointment information into CAC calendar/database. Assist with intakes for forensic interviews via calls from MDT members as needed.
- Respond to individuals seeking access to the facility. Determine the reason for their visit and, as appropriate, allow access to the building. Promptly notify appropriate staff of a visitor's arrival.
- Supervise and care for children in the waiting area. Children must not be left alone at any time; arrange for another staff person to be physically present in the waiting area if you must leave the area.

- Administer client evaluation survey for child and caregiver. Enter survey results into database and compile results quarterly.
- Assist families with support services and referrals.
- Serve as primary data manager including all client and donor data. Keeps accurate records of clients, donors, prospective donors, volunteers, mailing lists, and others in the appropriate database.
- Maintain filing system for administrative files and update as needed.
- Maintain upkeep of facility, including scheduling of needed repairs and maintenance.
- Maintain inventory of office supplies and order supplies as needed.
- Provide office support to staff
- Prepare for and participate in fundraising events with the support and guidance of staff members.
- Ensure that all donors received appropriate thank you letter and tax receipts in a timely manner.
- Carry out clerical duties as directed by the Executive Director.
- Interact in a positive manner with other co-workers to achieve best outcome for tasks that are to be accomplished.
- Ensure that CAC literature and brochures are up-to-date and maintain an appropriate supply of all documentation and forms.

Knowledge

- Ability to interact professionally and compassionately with children and adults.
- Ability to provide trauma sensitive childcare a supervision.
- Experience working with Windows based software packages, including Excel, Word and Publisher. Knowledge of personal computers with a background in the use of word processing, spreadsheets, and database software programs.
- Ability to pass a criminal background check.
- Experience with diverse cultures, languages, and situations.
- Knowledge of community resources.

- Ability to communicate effectively orally and in writing with grant writing/reporting experiences a plus.
- Ability to organize a variety of tasks and deal with a variety of people. Self-starter who will take initiative on tasks.
- Bilingual (Spanish/English) abilities a plus.

To Apply: Submit resume to Jamie Rossow - jrossow@swmichigancac.org

The Children's Advocacy Center of Southwest Michigan pledges that it will not discriminate on the basis of race, color, national origin, religion, gender, sexually orientation, disability or age in the delivery of services. This is a commitment to each of our clients, staff, interns, employment applicants and volunteers.