



Urban College of Boston Work-Study Job Description Form

Job Title: Administrative Assistant
Classification: Nonexempt
Department: ABCD
Reports to: Program Director/Operations Manager
Supervision: None
Date Created/Revised: October 2016
Incumbent: n/a

Name and Location of Off-Campus Organization:

Action for Boston Community
Development 178 Tremont Street,
Boston, MA 02111

Work-Study will take place at one of several ABCD locations in Boston and Malden. Please indicate your preference of location on the ABCD application.

General Description:

The Administrative Assistant will assist with various administrative duties, data projects, and case management where required. The Assistant will develop a range of administrative skills, be exposed to the role of administrative work as background or foundation to staff delivery of services to clients, and learn how to use the intake as an assessment tool.

Specific Duties and Responsibilities:

Primary:

- Provide overall support to staff with administrative duties including but not limited to
 - Providing front desk coverage
 - Greeting clients and answering phones
 - Performing data entry and filing
 - Maintaining computerized databases
- Assist clients with filling out applications for services and follow up with clients to confirm all documentation is completed

Secondary:

- Assist in providing outreach to eligible clients through mail and telephone correspondence, including responding to client inquiries regarding programs and services offered
- Perform data quality and comparison projects

Requirements:

- Strong computer skills and demonstrated ability to use Microsoft Office, specifically Word and Excel
- Strong written and verbal communication skills
- Strong organizational skills and attention to detail
- Bilingual skills a plus

Education/Training:

Minimum High School Diploma or GED required.

Hourly Pay Rate: \$15