



CIVICORPS JOB DESCRIPTION

POSITION TITLE: Front Office Coordinator

DEPARTMENT: Finance & Administration

REPORTS TO: CFO/COO

DIRECT REPORTS: None

FLSA STATUS: EXEMPT

COMPENSATION: \$58K to \$65K

Located in West Oakland, Civicorps is a dynamic non-profit that includes two social enterprises. Civicorps' mission is to re-engage young adults, age 18-26, to earn a high-school diploma, gain job skills, pursue college, and embark on family-sustaining careers.

Youth at Civicorps have the ambition, talent, and perseverance to succeed; what they deserve is personalized mentoring and support as they develop a plan to achieve their goals. Our participants have experienced failures of multiple systems — the traditional school system, the justice system, and the child welfare system. Against a larger Bay Area backdrop of accelerating income inequality, neighborhood displacement, and food and housing insecurity, Civicorps' programs and support services are more vital than ever.

Through our unique mix of personalized academics, paid job training, trauma-informed support services, and pathways to college and careers, Civicorps helps resilient youth overcome barriers, cultivate their talents, and unleash their potential.

You can learn more about our work by visiting our website: <https://www.cvcorps.org/>

POSITION SUMMARY

The Front Office Coordinator plays a major role in setting the tone at our agency by acting as the face of Civicorps. This individual is the first person our visitors and participants see upon entering the building. They are responsible for managing office services, organizing office operations and procedures, maintaining vendor relationships, controlling correspondences, designing and maintaining filing systems, reviewing and approving supply requisitions, and properly assigning and monitoring clerical functions.

REPORTING RELATIONSHIPS

The Front Office Coordinator reports to the CFO/COO and is part of a seven-person finance and administration team.



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ESSENTIAL DUTIES AND RESPONSIBILITIES

Office Management

- Provides general support to visitors, answers and routes phone calls
- Manages all front desk activities and serves as the welcoming face of our agency
- Receives and routes incoming mail; facilitates outgoing special mailings / shipments
- Evaluates and recommends purchase of office equipment
- Evaluates, recommends and maintains service vendor relationships associated with facility repair and maintenance
- Trains others in the use of the office equipment as necessary
- Maintains inventory of cellphones and gas cards. Issues to appropriate employees and assists staff with cellphone set up (e-mail; contacts, etc.)
- Works with CFO/COO to adjust criteria on wireless account by altering plans to save on cost while optimizing available data
- Reviews detailed billings for unusual activity: fuel, cellphones, etc.
- Issues office keys, keeps keys organized and maintains and manages alarm codes
- Assists in registering employees for seminars, arranges lodging/travel arrangements as necessary
- Orders, receives, and maintains organization of an inventory of office supplies with sustainability and best conservation practices as a guide
- Maintains phone listings and updates voicemail system as needed
- Identifies new and creative ways to increase efficiency

Staff Support

- Performs clerical duties as needed, such as document creation, filing, photocopying and collating
- Provides a variety of other clerical / admin support to management team, Development team and administrative staff
- Assists departments in arranging catering and/or space rental associated with meetings, outdoor events, company parties and other company functions
- Maintains Approved Drivers List based on company guidelines
- Runs DMV reports and notifies appropriate staff of results
- Issues commuter checks and maintains accounting to balance records
- Orders business cards – or facilitates DOT profile - for employees and new hires
- Orders business stationary and printing jobs as needed

MINIMUM QUALIFICATIONS

- Someone who is highly organized and has a strong attention to detail
- A person who is a creative problem solver, proactive and able to work with and support different teams



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- A “people person” who thrives off engaging with new people and creating a welcoming space for all
- Intermediate skills in the Microsoft Office Suite and basic database awareness; Salesforce experience a plus
- Skilled with Apple iPhone and familiar with setup procedures
- Able to work independently with strength in multi-tasking, goal setting, and workload prioritization
- Thrives as part of a team with diverse experience, expertise, skills, and objectives
- Commitment to Civicorps’ mission
- Commitment to serving the East Bay community as well as an interest in stewardship for the environment and working with youth
- Ability to work in harmony in a community-based organization with a diverse staff, students, families and/or partnerships

EMPLOYEE BENEFITS

Civicorps has a culture of caring for each other, personally and professionally. We enjoy a working environment that includes on-going staff activities, numerous health and wellness programs, employee recognition programs, and much more.

Civicorps offers a competitive employee benefits package including:

- Health Plan Options, including mental health care
- Dental and Vision
- Employer Paid Long Term Disability
- Life, Accidental Death/Dismemberment Insurance
- Health and Wellness Activities
- Paid Time Off, with additional paid winter leave
- 403(b) retirement plan with generous company match
- Flexible Spending Account for Health/Child Care
- Professional Development
- Free Parking (close to BART and Jack London Square)

NOTICE: The statements herein are intended to give a broad description of this job function and should not be construed as an exhaustive list of all responsibilities, duties and skills required. Other duties and/or projects may be assigned as needed.

Civicorps is an equal opportunity employer. We do not discriminate based on race, color, creed, gender, religion, sexual orientation, marital status, gender identity and expression, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, or any other unlawful consideration. We will consider for employment all qualified applicants, including those with a prior record of arrest or conviction, in a manner consistent with the requirements of applicable federal, state and



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local laws. Assistance and/or reasonable accommodations during the application process are available to individuals upon request.

HIRING PROCESS

Civicorps actively cultivates an institutional culture that reflects the values of respect, equity, and inclusion that we seek through our work to amplify in the larger world. We welcome all qualified candidates to apply for this position and encourage applications from candidates whose lived experience gives them expertise in serving the communities we work with.

To apply, please submit a cover letter and resume addressing your qualifications and interest in this position to civicorps.schools@cvcorps.org. Application materials that do not reference this specific position will not be considered. **No Phone Calls Please.**

We are eager to fill this key position. Applications will be reviewed on a rolling basis, with the goal of having this position filled as soon as possible.

Qualified applicants will be invited to an initial brief screening interview via phone or video. Selected candidates will then be invited to an in-person interview.

A final offer of employment will be contingent upon reference checks, and ability to pass state and federal background checks. As a re-entry program, we encourage and will consider for employment qualified applicants with arrest and conviction records.

We appreciate your time and interest in contributing your talents to the Civicorps' mission! We wish we could respond personally to all applicants, but only those chosen to interview will be contacted.