



Position: Office Coordinator

Reports to: Operations Manager

Purpose:

- Support general office administrative functions
- Assist program staff with program administrative tasks

Status:

Exempt, 32-40 hours/week

Primary Functions:

1. Support general office administrative functions

- Perform front desk duties (i.e. answering the phone, greeting/directing visitors, etc)
- Translate English to Chinese and vice versa for written and verbal communications
- Coordinate facilities issues (i.e. intake mail/packages, supplies purchases, maintenance, housekeeping/cleaning)
- Manage center's communication (i.e. bulletin board updates, student calendars, signage, phone messages, WeChat, etc.)
- Assist HR functions
 - Maintaining employee paperwork/files, assisting with onboarding process, updating onboarding paperwork, ensuring compliance, etc
 - Assisting with tutor scheduling
 - Assisting with monthly payroll entry
- Assist with smaller development tasks (i.e. maintaining donor database, social media, donor thank you's and receipts, marketing tasks)

2. Assist program staff with program administrative tasks

- Understand the programs offered at PV and be able to communicate effectively to current and prospective parents and students
- Understand and assist program staff with the student enrollment process (eligibility, registration, paperwork, and orientation)
- Assist program staff with student and parent communications (i.e. student and parent reminder emails, calls, WeChat, etc.)
- Assist program staff to conduct program evaluation: data collection and entry (i.e. attendance, program feedback, student grades, etc.) using Salesforce
- Assist program staff with school and community outreach related to student recruitment

Qualifications:

- High school diploma and at least some college required (college degree preferred)
- Strong written and verbal communication skills
- Professional with good customer service skills
- Excellent organizational skills, attention to detail, and ability to handle multiple tasks and projects

- Familiarity with the service community desired
- Possess self-initiative and ability to work independently and as part of a team
- General computer skills with proficiency with Microsoft Office tools and Google Suite applications
- Professional proficiency in written Chinese and spoken Cantonese and/or Mandarin Chinese required