



### **The Family Crisis Center of Baltimore County, Inc.**

*The Mission of The Family Crisis Center of Baltimore County, Inc. exists to assist individuals, families, and communities in preventing and interrupting cycles of violence so all can grow stronger and move toward bold futures.*

#### **OFFICE ASSISTANT**

|                         |                                                             |
|-------------------------|-------------------------------------------------------------|
| <b>Reports to:</b>      | Director of Finance and Operations                          |
| <b>Evaluation:</b>      | Annual evaluation by the Director of Finance and Operations |
| <b>Classification:</b>  | Exempt                                                      |
| <b>Hours of work:</b>   | Full-Time                                                   |
| <b>Work Location:</b>   | On-Site                                                     |
| <b>Starting Salary:</b> | \$38,376                                                    |

#### **Overview:**

The Family Crisis Center of Baltimore County (FCC) assists families as they experience the impacts of conflict and violence in Baltimore County. Our vision is to ensure every home is safe, families are thriving, and communities are strong.

#### **Position Purpose:**

The Family Crisis Center of Baltimore County (FCC) is seeking a qualified Office Assistant. In this vital role, you will be responsible for providing administrative and operational support to the program staff and to the Director of Finance and Operations to ensure smooth daily office operations.

If you are passionate about our mission, enjoy working with people, and are organized with acute attention to detail, you could be a good fit for this role.

#### **Key Functions and Responsibilities:**

- Provide administrative and operational support that enables program staff to deliver services effectively
- Provide a welcoming greeting to visitors and handle phone calls professionally, courteously, and confidentially
- Manage office operations including opening and closing procedures, mail collection and distribution, filing, coordinating scheduling needs, and communicating office interruptions
- Maintain office supplies and equipment, including tracking inventory, placing orders, and coordinating service or maintenance with vendors or contractors
- Oversee building maintenance requests including submitting work orders, updating maintenance tracking log, following up with building management or contractors, and communicating updates to the Operations Team and staff
- Manage administrative tasks related to recruitment, including posting positions, maintaining applicant tracking log, and assisting with candidate communication



- Support onboarding and offboarding processes by collecting required documentation, updating personnel records, coordinating system and office access, overseeing the issuance and return of agency property, and communicating necessary information to payroll and benefit administrators
- Review key policies and procedures with new hires as part of the onboarding process
- Maintain accurate internal records for staff, including contact information, PTO balances, key assignments, and system access updates
- Oversee timekeeping processes, ensuring accurate entries, timely corrections, and proper submission of verified and signed timesheets
- Assist with phone inquiries regarding donations including providing basic information or routing the call to the appropriate team member
- Maintain the highest standards of confidentiality and professional conduct in handling staff, client, and organizational information
- Perform other duties as assigned

### **Required Education**

- High school diploma or GED required

### **Required Knowledge and Experience**

- A minimum of 3 years in an office/administrative setting, non-profit experience preferred
- Strong computer skills (Microsoft Office Suite: Word, Excel, Outlook, basic internet, network awareness, and experience with or willingness to learn Donor Perfect)
- Excellent organizational skills, strong attention to detail, exceptional communication and interpersonal skills
- Ability to manage multiple tasks and shift priorities in a fast-paced environment
- Self-starter with ability to problem solve minor issues such as equipment malfunction or building issue and while remaining organized and calm while under pressure
- Demonstrated passion for the mission of the Family Crisis Center of Baltimore County

### **Working Conditions and Environment**

This position is on-site. The work environment is moderately active and noisy.

### **Physical Requirements**

The position requires repetitive motion, such as standing, sitting and bending. Light to moderate lifting is required.

### **Equal Opportunity Employer**

The Family Crisis Center of Baltimore is an equal opportunity employer. We value a diverse workforce and an inclusive culture. We encourage applications from all qualified individuals and do not discriminate, and will not



tolerate discrimination, on the basis of race, ethnicity, color, religion, sex, pregnancy, gender, gender identity or expression, national origin, sexual orientation, age, national origin or ancestry, genetic information, political affiliation, physical or mental disability, military or veteran status, or any other protected status under federal, state or local law. Our employment decisions are solely made according to qualifications for the positions.