



POSITION DESCRIPTION

FRONT DESK COORDINATOR/ADMINISTRATIVE ASSISTANT

Organization Mission

A Step Beyond (ASB) is a nonprofit, creative youth development organization that supports 230+ youth experiencing poverty in Escondido and San Marcos through a 10-year program featuring dance education, academics, and family services. To learn more about ASB, visit a-step-beyond.org.

Position Summary:

The Front Desk Coordinator/Administrative Assistant is an integral, full-time position supporting A Step Beyond's (ASB) program and administrative activities. The Front Desk Coordinator/Administrative Assistant (FDAA) acts as a receptionist and the primary liaison between parents and A Step Beyond staff in day to day matters of communication. The FDAA provides direct support to the program staff in serving students and families during program hours, provides a limited number of hours per week to the CEO for administrative tasks, and helps to create a friendly and responsive office environment.

Reports To: James Wright, CEO

Classification: Administrative, Non-Exempt

Status: Salaried, Full-time

Salary Range: \$40,000 - \$42,000

Benefits: ASB provides a quality benefits package including health, dental, PTO, and 401k match.

Essential Job Functions:

To perform this job successfully, candidates must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following duties and responsibilities are those considered to be essential but do not represent all job functions that may be required to be performed by this position. Other comparable duties and responsibilities may be assigned, as needed. **Late afternoon/evening hours are an essential part of this position and weekend work may be required periodically throughout the school year, as determined by operational needs or as assigned.**

YOU'LL BE RESPONSIBLE FOR:

FRONT DESK

- Cordially greet and sign-in students, parents, and visitors (ASB program service hours are 3:00pm-8:00pm on Monday through Friday)
- Professionally deal with all incoming communication such as phone calls, emails, voicemails, and sending out mass phone messages to ASB parents
- Address and/or resolve student/parent questions or concerns
- Support in communication to and between staff, ASB parents, and community members via phone, email, and print
- Escort students and deliver messages and items from the ASB office to classrooms
- Respond to student injuries/illnesses with appropriate action
- Occasionally look after students while awaiting parents/teacher support
- Track behavior reports and no uniform slips
- Monitor ASB campus to ensure security and safety
- Manage daily student attendance records in Salesforce CRM, track late student arrivals or early leavers, and push out reminders to ASB parents for any student absences
- Supervise student employees

OTHER PROGRAM DUTIES

- Support logistics for ASB program events, such as annual concerts, showcases, and other family events (Fall into Dance, Audition Day, Registration week, Fundraising events, family social events, Arise and Alebrije performances)
- Create and distribute informational flyers for students and families (English and Spanish)
- Manage ticket sales and invitees for ASB concerts and events

ADMINISTRATIVE TASKS

- Pick up, sort, and distribute incoming mail, packages, and other correspondence
- Support CEO with weekly invoice processing
- Perform regular inventory of operational and office supplies and place orders as needed
- Update and file official forms and documents
- Support CEO with quarterly board meeting preparation
- Periodically support special office projects

YOU MUST HAVE...

- A passion for empowering youth to be successful in all aspects of life
- A minimum of a high school diploma or above
- Fluency in Spanish and English (oral and written)
- 1+ years of experience in customer service, administrative duties, and/or experience working with youth
- Ability to pass criminal background check
- Ability to work collaboratively in an ethnically, linguistically, and culturally diverse environment
- Demonstrate an acceptance and respect for cultural diversity
- Good oral and written communication skills
- Aptitude for organization and systemic operations
- Excellent organization skills; able to prioritize work in accordance with supervisor input
- Excellent interpersonal/communication skills; personable and professional telephone presence
- Experience with word processing, spreadsheet, email, and online communication. Must be familiar with Google Suite and Microsoft
- Cheerful disposition towards adults and easy manner with children
- Ability to watch over and assist students when needed by program staff
- Able to follow directions and make efficient decisions

Position Interactions: Internally the Front Desk Coordinator/Administrative Assistant interacts with students, parents, volunteers and all staff. Externally, the Front Desk Coordinator/Administrative Assistant interacts with community members, donors, board members, and other visitors.

American With Disabilities Act Assessment: Below are general guidelines on the position's physical, mental, and environmental working conditions.

Bend: Frequently

Squat: Frequently

Crawl: Occasionally

Climb: Not applicable

Kneel: Infrequently

Handle Objects: Frequently

Push/Pull: Frequently

Reach Above Shoulder Level: Frequently

Sit: Frequently

Stand: Frequently

Walk: Frequently

Use Fine Finger Movements: Frequently

Carry/Lift Loads up to 25 Pounds: Frequently



Carry/Lift loads between 25-50 lbs: Frequently

Carry/Lift Loads over 50 Pounds: Occasionally

Read/Comprehend: Frequently

Write: Frequently

Perform Calculations: Frequently

Communicate Orally: Frequently

Reason and Analyze: Frequently

Chemical/Biological Agent: Not applicable

Construction Activities: Not applicable

Contact with Water/Liquids: Not applicable

Drive Motorized Equipment: Not applicable

Confined Spaces: Not applicable

Elevated Work Location: Not applicable

Radioactive Materials: Not applicable

Temperature Variations: Not applicable

Gas System: Not applicable

How to Apply: Submit a resume and cover letter to James Wright, CEO, at jwright@a-step-beyond.org with the name of the position in the subject line.