Asset Building Administrative Assistant

Job Description

Department: Asset Building
Job Title: AB Administrative Assistant
Status: Full-Time / 40 hours per week
Direct Supervisor: Director of Asset Building Department

About Lawrence CommunityWorks

Lawrence CommunityWorks, Inc. is a community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

The Asset Building Department provides financial, homeownership and employment program strategies with the objective of helping low- and moderate-income residents achieve greater financial stability and long-term upward economic mobility. We accomplish this by delivering services that equip residents with financial knowledge and skills, provide ongoing social and community support, and present an empowering and motivating environment that fosters ongoing personal and community progress and success.

Position Description: Administrative Assistant

The Asset Building Administrative Assistant will provide administrative support to the Workforce and Financial Programs within Asset Building. They will serve as a support person to the AB staff in all aspects of programming.

Responsibilities

- Manages Workforce and Financial coaches’ appointment calendar and registers individuals for workshops/events.
- Calls clients for reminders, follow-ups rescheduling and cancellations.
- Processing of program customer inquiries, triage, and intake/program applications.
- Conducts accurate data entry and recordkeeping in LCW client management systems (CMS).
- Set up and schedule workshop and events and processes program fee transactions in LCW AB database systems.
- Assist with coordinating orientations, workshops, and other department related events as requested.
- Participate in the marketing and outreach of the Asset Building Department and organization.
- Protects client private and confidential information to the highest level of security according to agency standards.
- Maintain updated Intake forms
- Recordkeeping of Digital Literacy tablets distribution
- Responsible for covering the Reception area as needed
- Attend agency meetings and initiatives as assigned
- Other tasks as assigned by Department Director.

Qualifications and Skills

- High school diploma or equivalent
- Must be flexible and willing to work evenings and weekends as needed
- Exceptional customer service skills

Rev. 2/11/20.JB
Asset Building Administrative Assistant

Job Description

- Well-organized, excellent time management skills and the ability to multi-task and prioritize work
- Energetic and positive work attitude
- Accurate and detailed oriented
- Strong computer skills (MS Office Suite, Email, Web): data entry, communication, digital filing and record keeping
- Cash Handling
- Strong sense of property and respect
- Problem-solving and critical thinking skills
- Good verbal and written communications skills
- Teamwork and collaboration skills
- Bilingual - Fluent in Spanish and English
- Self-starter who can work independently
- Highly dependable, flexible and punctual
- Must have transportation and able to travel occasionally

This is a full-time position of 40 hours per week, typically Monday – Friday 10 a.m. – 6p.m., with some Saturdays required. Benefits include: Life, Health and Dental Insurance, Retirement plan, Vacation, Sick and Personal time; Family friendly atmosphere

How to Apply: Send Cover Letter & Resume to: recruiting@lawrencecommunityworks.org
Lawrence CommunityWorks
168 Newbury Street
Lawrence, MA 01841