



Job Title: Bilingual Project Assistant I
FLSA Status: Non-Exempt
Hourly Rate Range: \$16 - \$18 per hour
Prepared Date: 3/5/19

The Contra Costa Family Justice Alliance is a public-private partnership committed to creating a vibrant community free of coercion and fear. It supports the West Center located in Richmond and the Central Center in Concord. The Family Justice Center (the “Center”) is a warm and welcoming one-stop center for victims of domestic violence, sexual assault, child abuse, elder abuse and human trafficking. The Center serves victims and survivors regardless of their income, immigration status or location.

POSITION SUMMARY:

We are seeking a qualified candidate to fill the position of the Project Assistant I at our **West Center**. The Project Assistant I will work as an integral member of the Family Justice Center team. The Project Assistant is a non-exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Staff the reception desk, greeting clients and directing calls to appropriate staff, partners and others.
- Assign rooms, maintain visitor/client log, assign visitor badges and welcome packets.
- Identify situations in which Navigator is needed to address client needs.
- Manage information and external communications for interested parties including answering telephone calls and directing calls appropriately to Center staff and partners; disseminate information by using the telephone, mail services, Web sites, and e-mail.
- Perform basic clerical functions.
- Ensure reception area and client interview rooms are maintained in a neat and professional manner and monitor interview room activities.
- Collect and distribute messages and assist with mail distribution.
- Assists Center staff with scheduling client appointments, room reservations, trainings, and community presentations.
- Operate office equipment; maintain appropriate supplies for office equipment, manage areas such as supply storage and resource library.
- Organize and maintain paper and electronic files.
- Perform other duties, functions, special projects, and responsibilities as assigned and deemed necessary by the Executive Director.

EDUCATION AND EXPERIENCE:

- High School Diploma (some college preferred).
- Minimum of one year administrative or reception experience.

KNOWLEDGE, SKILLS AND ABILITIES:

- Bilingual in English and Spanish.
- Demonstrated knowledge of or a background in domestic violence, sexual assault, child abuse, stalking, elder abuse or human trafficking or a willingness to learn about the field.
- Strong interpersonal skills.
- Excellent written and verbal communication skills.
- Adroit at the Microsoft Office Suite, Internet, email, web-based training, and online research.
- De-escalation and conflict resolution skills preferred.
- Flexibility and strong problem-solving capabilities to address the needs of a constantly changing organization.

To apply, please email your resume and **cover letter** (explaining why you want this job and how you qualify) to oravanh@cocofamilyjustice.org.