**Job Title**: Office Assistant  

**Reports to**: Office Manager  

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### Organizational Background

Bayview Foundation, Inc. is a nonprofit organization that provides affordable housing and supportive services to approximately 300 low income residents, primarily immigrants and refugees. Bayview is made up of Bayview Townhouses, as Section 8 project based development that includes 102 apartment units, and the International Center for Education and the Arts, a comprehensive community center located in the middle of the housing development. Bayview is committed to supporting families grow and thrive through quality housing, educational opportunities, access to services and arts and cultural programming.

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### Position Summary

The Office Assistant is the initial contact for Bayview residents and visitors and ensures everyone feels welcome and valued. They are responsible for answering questions, connecting people with Bayview staff, programs and/or community resources, as well as performing regular administrative tasks. Their work supports the efforts of all other staff and serves as essential in support of Bayview’s housing and community services vision and goals.

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### Duties and Responsibilities

- Courteously greet all residents, visitors, participants and volunteers
- Provide information and answer general questions about Bayview Townhouses and the International Center for Education and the Arts
- Serve as the primary phone operator and direct callers and visitors to appropriate staff or program
- Provide information and resource referral to residents and visitors
- Assist with resident recertification and leasing, wait list management, rent collection and other duties related to the administration of Bayview Townhouses
- Serve as the initial contact for resident maintenance requests and work orders; track maintenance data; and perform follow-up phone calls and satisfaction surveys
- Schedule Bayview’s International Center for Education and the Arts facility use, including answering questions, responding to requests, drafting agreements and managing data collection
- Assist with tracking facility use program data and volunteers, and run quarterly reports
- Create monthly building calendar and provide support with development and distribution of quarterly community newsletter
- Support community center staff with volunteer registration, orientation and tracking
- Assist with fundraising mailings and events
- Assist with the coordination of Bayview’s food access programs
- Maintain awareness of who is coming in and out of the building and provide general security
- Keep workstation and main lobby common areas organized, attractive, and free of clutter
- Keep bulletin boards current and organized
• Update social media and website as directed
• Complete opening and closing procedures as needed
• Additional duties as assigned

**Qualifications**

• Excellent customer services skills. Highly skilled in greeting visitors and creating a warm and welcoming atmosphere
• Able to give accurate and detailed information to callers and visitors
• Proven record of answering telephone, giving relevant information to callers and routing calls to appropriate staff
• Thorough understanding of making copies of printed documents, and filing documents, reports and records
• Ability to work and converse well with all colleagues, residents and other external contacts
• Ability to multi-task and maintain high levels of focus and attentiveness
• Ability to maintain confidentiality in working with clients and information
• Computer Skills/Software: Extremely proficient in Microsoft Office applications, including Word, Excel, and PowerPoint
• Proficient in updating website content and social media
• Proficient in the use of email, including large scale email distributions

**Desirable, but not required**

• Proficiency in a second non-English language, especially Spanish, Hmong, or Lao
• Familiarity with local human service organizations for low-income residents
• Experience working in culturally diverse settings
• Familiarity with affordable housing

This is a part-time position (34 hours per week) Monday through Thursday (8:00am to 3:00pm) and Friday (8:00am to 2:00pm) with benefits, including: medical/dental; vacation and sick time; 403B retirement plan. Hourly wage of $15.75-$16.50 per hour, depending upon experience.

**To Apply**

Submit a resume and a cover letter describing your experience and qualifications to Bayview Foundation, Inc., 601 Bayview, Madison, WI 53715 or email to employment@bayviewfoundation.org. Please type “Office Assistant” in the subject line of the email. No phone calls please.

Position will be open until filled. Priority will be given to applications received by March 1, 2020 by 4:00pm.

AA/EOE