

DAVID BROWER CENTER, Berkeley, CA

Job Description: Administrative Assistant

Reports to: Executive Director (ED)

Status: Non-exempt, At-will, Part-time, 24 hours per week (Mon-Thurs)

Compensation: The pay scale for this position is between \$21 and \$25/hour. This is the pay range for this position that the David Brower Center reasonably expects to pay. Within that range, individual pay is based on factors such as job-related skills, experience, education, and training.

Position Summary

The Administrative Assistant (AA) is an important member of the Brower Center staff and responsible for ensuring that program attendees, visitors, and resident organization employees have a positive and engaging experience. This multifaceted role must handle both front and back-of-house responsibilities, balancing administrative tasks maintaining different systems with front-desk reception duties. The AA must possess excellent customer service and communication skills and have a clear understanding of the varied logistics associated with being the first point of contact for the organization.

Essential Functions

Reception and Front Desk Responsibilities

- Serves as front desk receptionist by receiving visitors, answering general phone and email inquiries, and routing communication appropriately
- Provides timely, excellent customer service
- Maintains visual awareness of people entering and exiting the building and maintains a visitor tracking log
- Oversees front desk procedures and communicates them to other staff as necessary
- Keeps front desk handbook up to date
- Oversees lost & found. Arranges donation drop-offs/pick-ups periodically for unclaimed items

Administrative Responsibilities

- Enters data, manages users and selected lists in the Salesforce database, including staff, residents, rental clients, and vendor contact information; updates information as needed
- Oversees the issuance of building fobs/keys; maintains an accurate record of assigned fobs/keys in Google Sheets and records charges/fees related to the issuance of keys to be assessed when applicable
- Updates information in the facility access control system (DoorKing), ensuring user list is current and accurate. Uses DoorKing software to lock doors for building holidays and other closures and informs residents of closures via email communications
- Oversees resident request ticketing system, responding to requests or forwarding to appropriate staff as needed
- Maintains and updates admin reference lists on Google Drive, including staff contact sheets, emergency contact lists, and lists of current tenants
- Assists ED with tracking compliance with mandatory biyearly HR training, manages and creates new users in Mineral
- Uses Stamps.com software to support the ED by sending mail when necessary, including mailing On Beauty book copies to donors

- Coordinates with Chief Building Engineer and facilities staff to address resident requests for repair/maintenance and other service and maintenance issues witnessed or reported by others
- Assists ED in planning fire drill biennially; reviews and updates resident and staff emergency roles yearly
- Manages emergency text system for building and oversees resident sign-ups
- Assists ED with property management tasks as assigned
- Organizes and maintains office space for efficiency, clarity, and orderliness
- Maintains and orders office supplies, stationery, business cards, staff name badges, and basic office equipment within the annual budget
- Maintains documentation of regular office procedures, updating as needed
- Retrieves mail and processes for proper routing
- Logs and secures all incoming checks, cash, and donations
- Distributes commuter benefits checks to staff biweekly and tracks in Excel
- Scans and files vendor invoices in Google Drive
- Scans and files tenant insurance documents
- Assists with various administrative tasks to support other departments as necessary

Resident Organizations and Community Engagement

- Fosters a sense of community among residents through events and building programs
- Assists the ED with resident organization social and professional events.
- Manages the Resident Conference Room (RCR) and Resident Events calendars, which includes: inviting/canceling users, monitoring room usage, and disseminating/enforcing RCR policy
- Manages the Resident Quiet Room (RQR), which includes monitoring room usage and disseminating/enforcing RQR policy

Other Functions

- Attends staff meetings and retreats as assigned
- Opens and closes the front desk, lobby, and gallery when arriving before or leaving after Brower Center staff
- Assists other staff with projects as requested when possible
- Assists with evacuation procedures during building emergencies
- Other duties as assigned

Qualifications

- High school degree required. College degree and/or equivalent experience preferred
- Excellent customer services skills; ability to communicate effectively with people of all backgrounds
- Excellent interpersonal, written, and verbal communication skills
- Able to effectively meet deadlines and independently organize workflow
- Ability to work well both collaboratively and independently in a diverse office
- Proficiency with Mac computers, Microsoft Office Suite and Google Suite
- Familiarity with Salesforce a plus
- Ability to lift, carry, push, pull, and move furniture and equipment (up to 25 lbs.)

To apply please send a resume to hire@browercenter.org or stop by the front desk at the Brower Center, 2150 Allston Way, Suite 100, Berkeley, CA. The David Brower Center is an Equal Employment Opportunity Employer.