Position: Office Coordinator

Reports to: Operations Manager

Purpose:
● Support general office administrative functions
● Assist program staff with program administrative tasks

Status:
Exempt, 32-40 hours/week

Primary Functions:

1. Support general office administrative functions
   ● Perform front desk duties (i.e. answering the phone, greeting/directing visitors, etc)
   ● Translate English to Chinese and vice versa for written and verbal communications
   ● Coordinate facilities issues (i.e. intake mail/packages, supplies purchases, maintenance, housekeeping/cleaning)
   ● Manage center’s communication (i.e. bulletin board updates, student calendars, signage, phone messages, WeChat, etc.)
   ● Assist HR functions
     o Maintaining employee paperwork/files, assisting with onboarding process, updating onboarding paperwork, ensuring compliance, etc
     o Assisting with tutor scheduling
     o Assisting with monthly payroll entry
   ● Assist with smaller development tasks (i.e. maintaining donor database, social media, donor thank you’s and receipts, marketing tasks)

2. Assist program staff with program administrative tasks
   ● Understand the programs offered at PV and be able to communicate effectively to current and prospective parents and students
   ● Understand and assist program staff with the student enrollment process (eligibility, registration, paperwork, and orientation)
   ● Assist program staff with student and parent communications (i.e. student and parent reminder emails, calls, WeChat, etc.)
   ● Assist program staff to conduct program evaluation: data collection and entry (i.e. attendance, program feedback, student grades, etc.) using Salesforce
   ● Assist program staff with school and community outreach related to student recruitment

Qualifications:
● High school diploma and at least some college required (college degree preferred)
● Strong written and verbal communication skills
● Professional with good customer service skills
● Excellent organizational skills, attention to detail, and ability to handle multiple tasks and projects
• Familiarity with the service community desired
• Possess self-initiative and ability to work independently and as part of a team
• General computer skills with proficiency with Microsoft Office tools and Google Suite applications
• Professional proficiency in written Chinese and spoken Cantonese and/or Mandarin Chinese required