

Position Title: Office/Onboarding Assistant**Work Location:** In-person**Compensation:** \$20–\$22/hour DOE**Part Time:** 25-30 hours, schedule TBA**Reports to:** Office Manager**Job Description**

Birch Community Services (BCS) is seeking a highly organized, detail-oriented, and proactive Office/Onboarding Assistant to join our Office Team. The Office/Onboarding Assistant will manage key administrative tasks, maintain accurate records, and foster effective communication across teams. The ideal candidate thrives in a fast-paced, collaborative environment, demonstrates strong emotional intelligence, and embodies BCS's core values of accountability, empathy, and grace.

Above all else, all applicants must embrace and internalize BCS' cultural values to best direct our efforts to serve our participants.

- Relationship-Focused. We create value for others in a supportive community that fosters inclusiveness, true belonging, and acceptance.
- Respectful. We model a culture of honesty, grace, and humility.
- Trustworthy. We are unwavering in our dedication to serve reliably, and dependably.
- Teachable. We promote combining self-awareness, ambition, curiosity, and guidance in striving toward growth through success and challenges.
- Grateful. We express appreciation for the opportunities provided and the benefit of our community.
- Safe. We empower responsibility to take a knowledgeable, deliberate, and mindful approach to a holistically safe environment.
- Solution Oriented. We encourage a community that works humbly and collaboratively to provide creative strategies to problem-solving.
- Celebratory. We pause to reflect on successes and setbacks and rejoice in our collective growth.

Key Responsibilities:

- Conduct participant intakes and assist with onboarding shopping and community volunteers, ensuring all individuals feel welcomed and informed.
- Facilitate positive participant interactions, including answering questions at check-in, responding to walk-ins, and providing clear guidance on processes and expectations.
- Answer phones and emails promptly and professionally, addressing inquiries or routing them appropriately.
- Accurately post cash/check program dues payments, maintain petty cash, and complete related finance forms.
- Participate in shared office responsibilities, including daily and Friday closing duties to ensure the space is secure and organized.

- Support general office operations such as updating internal resources (Brain Book, Birch Way), maintaining the website, and sharing announcements with the marketing team.
- Contribute to a culture of warmth and accountability, modeling the organization's values in every interaction.

Required Skills and Competencies:

- **Ability to Work with Diverse Populations** demonstrating empathy, cultural competence, and the ability to build positive relationships with people from all walks of life. A commitment to treating everyone with dignity and respect is essential.
- **Strong interpersonal skills**, with the ability to address accountability discussions with integrity and empathy while assuring each interaction is done with intentionality. A natural ability to connect with people, as approximately 40–50% of the position involves interviewing applicants and engaging with a wide variety of individuals. The ideal candidate is outgoing, comfortable in conversation, and energized by frequent person-to-person interactions.
- **Ability to learn quickly** and adapt in a fast paced environment with varying tasks and responsibilities.
- **Commitment to Excellence and Attention to Detail** taking pride in producing high-quality, error-free work. This role requires strong attention to detail and a commitment to excellence, as our organization strives to maintain the highest standards in everything we do.
- **Proactive problem-solving** skills with a solutions-oriented mindset.
- **Excellent inter-team communication** and collaboration abilities.
- **Strong organizational skills**, including accurate time-tracking and project management.
- **High emotional intelligence** and the ability to remain calm and composed in a busy, bullpen-style work environment and also with every interaction within BCS.
- **Proven ability to coordinate** cross-team deliverables with clarity and efficiency.
- **Ability to see the big picture** while dealing with the details.
- **Conversational and translator-level Spanish Fluency**, to be able to conduct consistent and comfortable communication with Spanish-Speaking BCS participants both in person and virtually, and to be able to accurately read, write, and translate documents
- High school Diploma or equivalent

Preferred Skills:

- Experience with Salesforce or other CRM systems is a plus.
- Aptitude for quickly learning new programs and software.
- Proficiency with the Google Suite (Gmail, Calendar Invites, Google Meet, Forms)

Physical Requirements of the position:

Office setting, able to sit, perform computer work, stand, bend, squat, walk, read and talk for up to eight hours or more a day with breaks; frequent lifting and carrying of up to 50 pounds without

assistance and more with assistance. Drives on behalf of the Organization as needed on a limited basis.

Cultural Fit:

- Embodies the organization's cultural values, including grace, empathy, and accountability
- Thrives in a fast-paced, dynamic work environment
- Demonstrates adaptability, resilience, and strong emotional intelligence in a fast-paced setting.
- The ideal candidate is proactive, resourceful, and capable of taking ownership of their responsibilities while maintaining a high level of accountability and professionalism.

Benefits:

- **Accrued Paid Time Off**
- **Accrued Sick Leave**
- **Paid Holidays**
- **Additional Perks:**
 - Annually, \$1,000 Birch Bucks for employee auctions. (Prorated from start date.)
 - Participation in the BCS grocery program (valued at up to \$15,000+ annually).
 - Yearly bonus.
 - Costco membership
 - Simple IRA 3% matching after one year

At Birch Community Services, you'll be part of a supportive, purpose-driven team working to transform lives and communities. This position is ideal for a detail-oriented, tech-savvy individual who thrives in a collaborative environment.

Birch Community Services is an equal opportunity employer.