

## **JOB ANNOUNCEMENT**

**Position:** Vincentian Support Associate

**Supervisor:** Vincentian Services Manager

**Description:** The Vincentian Support Associate (s) is a part-time (FTE 0.50) non-exempt position. This is a hybrid position with work from home, in-office, and on-site at conference (branch) locations in Central and West Contra Costa County. This person is the point of contact for the organization and should represent our commitment to serve those in need in our community with compassion and dignity, without distinction. This individual will work with our local conferences, refer neighbors in need to community resources, including programs within SVdP, programs affiliated with SVdP, and external community resources. This individual will provide the staff with administrative support and maintain confidentiality in all aspects of client, staff and company information.

### **Duties & Responsibilities:**

- Support and build relationships with the local Conferences in their defined area
- Provide support, incoming phone calls, and e-mail inquiries
- Listen carefully, ask relevant questions, and help organize and deliver appropriate solutions to help the Conferences provide the information, such as referrals and various resources to meet the needs of their neighbors in need
- Perform general support and clerical duties including but not limited to Conference Meeting Attendance, Training Event Support, Invitations to Serve, Bundle Sunday and other roles as needed.
- Data entry
- Participation in a wide variety of support programs and training workshops.
- Other duties as assigned

### **Qualifications:**

- Excellent customer service skills
- Ability to communicate effectively using appropriate language
- Results oriented, organized, highly motivated, and detailed
- Proficient in MS Office (Word and Excel at minimum)
- Ability to multi-task and prioritize
- Bilingual in English and Spanish, highly preferred

### **Physical Demands**

Position requires extensive use of phone and computers. Certain computer applications, programs, and documents may require ability to differentiate colors, shapes and symbols. The position requires the ability to move items weighing up to 20 pounds from floor level, desk level and shelf level of 10 feet.

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of the Society of St. Vincent de Paul are expected to perform tasks as assigned by St. Vincent de Paul's supervisory and management personnel, regardless of job title or routine job duties.

### **Wages and Benefits**

This position has a wage rate of \$16.50-\$20.00 per hour, 20 hours per week. Benefits applicable to this part-time position include sick leave and employee thrift store discount.