



**WORCESTER COMMUNITY ACTION COUNCIL, INC.**  
**The Antipoverty Agency for Central Massachusetts**  
484 Main Street, 2<sup>nd</sup> Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810  
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: [www.wcac.net](http://www.wcac.net)

## **Administrative Support Specialist, JEC, Full Time (37.5 Hours)**

The Administrative Support Specialist will be the first point of contact for those coming to the Job and Education Center(JEC). This person will provide general support to the JEC team, to include; greeting current and potential clients, answering the phone, scheduling appointments, and assisting with general tasks/projects as needed.

This position requires extensive contact with clients of Worcester Community Action Council, Inc., business and agency partners, as well as the general public. Excellent customer service skills are critical.

### **Qualifications:**

- High School Diploma or Equivalency required.
- Attention to detail and accurate paper work essential.
- Strong written and oral communication skills.
- Good interpersonal and organizational skills.
- Must be proficient in Microsoft Office suite, specifically, Word, Excel, and Outlook.
- Demonstrated skills in entering, maintaining, analyzing and reporting data.
- Must be able to multitask and work in a busy environment.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds required.
- Experience working with at-risk youth and clients preferred.
- Ability to maintain confidential information.
- English/Spanish Bilingual ability preferred.

### **Special Certification or Documentation:**

- Ability to successfully complete a CORI/SORI review.

### **Duties and Responsibilities:**

- General support for the JEC team, to include; answering the telephone, returning phone calls and/or emails, scheduling appointments for clients, assisting with client intake, maintaining program files, administering the preliminary TABE test for HiSET candidates, and assisting with general tasks/projects as needed.
- General support for the JEC Director, to include; scheduling appointments, assisting with inter-agency service agreements, and overall program implementation.
- Enter, maintain, analyze and report on program data. Manage day to day operations relative to data entry for current and pending JEC initiatives. Meet required deadlines for data reporting.
- Meet regularly with JEC Director and team to report on trends, program successes and challenges.
- Develop a working knowledge of JEC programs.

Send cover letter and resume specifying position to: Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608 or via email to [hr@wcac.net](mailto:hr@wcac.net). AA/EOE. **Resumes must be received by February 9, 2018.**