



CALIFORNIA ADVOCATES FOR NURSING HOME REFORM

1803 6th Street • Berkeley California 94710
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JOB OPPORTUNITY

RECEPTIONIST/ADMINISTRATIVE ASSISTANT

WHO WE ARE:

California Advocates for Nursing Home Reform (CANHR), is a dynamic statewide nonprofit advocacy organization, dedicated to improving the choices, care, and quality of life for California's long-term care consumers over the last 36 years. CANHR supports long-term care consumers and the legal services community through direct advocacy, community education, policy work, and litigation. CANHR is also a Legal Services Support Center, providing training, technical assistance and advocacy support to legal services programs throughout California.

POSITION SUMMARY:

The Receptionist/Administrative Assistant provides customer service over the phone to consumers and professionals, along with high level administrative support to a small but fast paced office. The position is hourly, 37.5 hours. Hours of operation are 9am-5pm Monday through Friday.

DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Manage incoming calls from consumers and professionals in need of counseling, referrals and information, properly routing them to staff, or assigning calls for follow up in CANHR's data management system.
- Route email consumer correspondence to appropriate staff.
- Maintain meeting, agency activity, and staff time-off calendars.
- Maintain Salesforce database for new contacts, publications, trainings, orders and donations.
- Coordinate distribution of meeting notices, and prepare agendas.
- Handle all incoming and outgoing mail.
- Organize and maintain office filing systems including vendor files, and invoices.
- Order and maintain office supplies.
- Other duties as requested by supervisory staff.
- Provide support with event registration and preparation for trainings and annual conference.

QUALIFICATIONS:

- Able to work independently with minimum supervision.
- Ability to multi-task and prioritize work with a strong attention to detail.

- Capable of handling multiple projects.
- Associates degree or equivalent; Bachelors preferred.
- At least one year of experience as Administrative Assistant or related position.
- Able to demonstrate strong written and verbal communication skills.
- Able to take initiative.
- Capable of maintaining a high level of integrity and confidentiality.
- Detail oriented, accurate and precise, and maintain accurate filing systems.
- Demonstrate strong “team player” attitude.
- Strong planning, organizational and written and verbal communication skills.

TECHNICAL SKILLS:

- Proficient with Gmail and Google Docs, PowerPoint, Excel, Word, and Mac computers.
- Experience preferred with Salesforce or other contact/donor management systems.

BENEFITS:

Provides excellent benefits including medical/dental, paid holidays, vacation, sick leave and life insurance. \$45K+ DOE.

TO APPLY:

Please email a cover letter along with your resume and three references to pauline@canhr.org. No phone calls please.

CANHR is an Equal Opportunity Employer and we welcome diversity in the workplace.