



**Employer:** CASA of Kern County  
**Position:** Office Coordinator  
**Status:** Full-time, non-exempt  
**Supervisor:** Administrative Manager

## Overview

At CASA of Kern County, you will find a job your heart will love. You'll be part of a vibrant team making a difference in the lives of abused and neglected children every day.

CASA of Kern County began operations in 1994 to serve as an independent voice for the best interest of dependent children- abused, neglected, and abandoned children living in protective care in Kern County, California. Our mission is to recruit, screen and train volunteers from communities throughout Kern County to serve as advocates in child protection proceedings. We also support and closely supervise the advocacy work of our volunteers throughout the duration of their assignments. CASA of Kern County's goal is to protect and ensure each child's right to a safe, permanent home.

CASA of Kern County has recruited and trained over 1,100 Advocates and have served over 3,000 of Kern County's most vulnerable children.

We celebrate our values of respect, integrity, excellence, and support through our work, and most importantly, our people. We seek champions for our mission and those committed to excellence.

## Position Description:

The Office Coordinator position will create a welcoming and calming environment in the CASA offices. This role is responsible for managing office communications and facilitating key tasks and procedures while being aware of the various and diverse groups of people who enter the office. Towards this outcome, the office coordinator must display an energetic, caring and professional personality in their communications with the public and staff. This is a support position for the office and will need to be familiar with many different office procedures and location of supplies.

## Essential Duties and Responsibilities:

### ADMINISTRATIVE:

- Primary telephone coverage and primary greeter
- Messages to CASAs
- General e-blasts to donors and advocates through Constant Contact
- Prepare Thank You letters and In-Kind donations responsibilities
- Postage monitoring/online ordering and daily posting of outgoing mail
- Open and disbursement of daily mail
- Remote Banking
- Tabulation of cash/checks received in office
- Office supply monitoring and ordering/re-stocking
- Off-site errands (banking, P.O., board signatures, etc.)

- Accounts Payable/ Checks processed and mailed
- Cross-trained to tabulate and report payroll hours to payroll service
- Filing- Financial: Checks/Invoices and Deposits filed weekly  
General: As needed

**PROGRAM:**

- Support and assist CASA volunteers when needed
- Board/Staff updates in Optima/Donor Perfect/Constant Contact/ Website/Outlook
- Create and distribute the monthly *Heart of the Matter* newsletter to active Advocates
- File management, including tracking documents and hearings, communicating w/court clerk's office

**RECRUITMENT & FUND DEVELOPMENT:**

- Expert in data entry in CRM software Donor Perfect (including new entries and updating information)
- Maintain knowledge and clear communication with staff regarding events & parties
- Assist with entering/maintaining data for events
- Assist Resource Development Manager in contacting party guests and sponsors to provide/receive event info
- Assist Resource Development Manager w/thank you letters for events
- Support Resource Development staff in a secondary role, as needed
- Maintain training orientation data on website and at front desk

**GENERAL:**

- Office Calendar Coordination
- Lead on CASA website updates
- Monitoring of locked administrative files
- Staff birthday/CASA anniversary cards
- Meeting set-up as needed

**Skills and Education Requirements:**

- Strong communication skills both verbal and written
- Self-motivated
- Ability to work interdependently, independently and with direction
- Strong organizational skills – detail oriented
- Ability to function in a fast-paced environment.
- Ability to lead others working in a stressful and sometimes unpredictable environment; skill in handling crisis situations without overreaction or loss of objectivity.
- Capability to use computer applications including word processing, spreadsheets and databases
- Demonstrated ability to work well with diverse people
- Must have a valid/current driver's license.
- Must be able to pass criminal background check.

**Physical and Mental Requirements:**

The work is performed predominantly in an office environment and at indoor event locations, operating typical office equipment, with limited exposure to extreme temperatures.

The physical job tasks require extended sitting at a desk and operating office equipment including a computer and phone. These tasks require the ability to sit, stand, talk, hear and use hands to operate a computer and phone. Vision abilities include close vision requirements due to computer work. Expect occasional lifting up to 20 pounds and carrying short distances, occasional walking and occasional driving.

Mental requirements include communication with diverse people, problem solving, decision making, supervision, data interpretation and regular interaction and collaboration with both co-workers and people

in the community. The employee must also be able to uphold the stress of working with case files of abused or neglected children.

*This job description in no way implies that the duties listed here are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.*