



Position Available: **Office Assistant**
(Up to 40 hours per week)
Location: **Cleveland, Ohio**
Pay Rate: **Based on qualifications**

Asian Services In Action, Inc. (ASIA) is a growing non-profit multi-service agency with two sites (Akron and Cleveland) serving predominantly low-income, underserved, limited-English-speaking Asian American and Pacific Islander (AAPI) immigrant and refugee populations of all ages. Our mission is to empower AAPIs in Northeast Ohio to enhance their well-being, build their communities, and to improve their self-sufficiency through culturally and linguistically relevant information and services.

ASIA provides services for individuals and families, especially those who are below the 200% Federal Poverty Level. The goal is to enable them to become financially independent and to achieve self-sufficiency. The office assistant supports should be versed in working in a highly fast paced work environment, managing multi job related duties. She/he will assist with the daily operation of the departments by providing routine and high-level administrative duties. The ideal candidate will have excellent phone, organizational and customer service skills in a fast-paced environment.

ASIA, Inc. has an opening for an Office Assistant in the Cleveland office. Duties and responsibilities are listed below:

Duties and Responsibilities:

- Provides a warm and welcoming environment for clients
- Assist clients in scheduling needs
- Strive to achieve key outcomes at each client check in: eye contact, warm welcome
- Maintain and improve the appearance and atmosphere of the facility for clients and staff members by maintaining site cleanliness and organization
- Distribute mail and faxes to the appropriate individuals
- Maintain inventory and organization of office supplies
- Aid in coordinating & overseeing building maintenance requests as requested by Office Manager
- Manage all phone call triage, problem-solving & follow-up
- Perform other related activities, as required, to ensure program/departmental success
- Other tasks as assigned by supervisor
- Ability to work flexible hours including evenings and weekends
- Demonstrated ability to lead collaborative efforts
- Ability to follow through, multitask, set priorities, and meet deadlines
- Ability to act quickly, calmly, and thoughtfully in a crisis situation
- Ability to drive

QUALIFICATIONS

- High School Diploma or equivalent or a minimum of two years' extensive experience in related field.
- At least two years' experience working with low-income or at-risk populations preferred
- Ability to collaborate and communicate effectively across departments and organizations
- Prefer candidates who speak and write Chinese, Nepali, Russian, Swahili, Farsi or Pashto
- Interest in working on behalf of Asian Pacific Americans a plus
- Excellent communications skills – written and oral



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- High proficiency in computer skills and in Microsoft Office
- Strong interpersonal, communication, and organizational skills
- Creative problem solving
- Works well as part of a team
- Appreciation of all beliefs and backgrounds
- Commitment to compassion and accountability

GENERAL INFORMATION

Please email cover letter and resume to Susan Wong, Chief Program Officer susan.wong@asiaohio.org. NO CALLS PLEASE.