

POSITION DESCRIPTION

Title: Communications Assistant (Spanish Bilingual)

Reports to: Digital Communications Coordinator

Al-Anon Membership: None Required

Job Brief: Supports the Communications & Community Awareness Department by editing, monitoring, scheduling, and posting social media and other content. Provides administrative assistance to members of the Director of Communications & Community Awareness Department as needed. Performs general office duties including handling incoming calls to the office and sorting daily cash.

Specific Duties & Responsibilities:

- Schedules posts and events and monitors direct messaging for social media (Spanish and English).
- Proofs the English and Spanish versions of the monthly newsletter *In The Loop*.
- Answers, screens, and forwards all non-specific switchboard calls from members and nonmembers in a friendly, welcoming manner.
- Serves as a member of the team responsible for sorting and recording daily cash and check receipts.
- Provides administrative support to the Director of Communications & Community Awareness and this Department, including scheduling meetings, preparing communications, and other duties as requested.
- Formats the agenda, retrieves and organizes reference materials, and drafts the minutes for the Public Outreach Committee, Public Outreach Coordinator, and Web Coordinator meetings as requested
- Maintains records of professional contacts.
- Provides backup for assistants as necessary to ensure Committee and Work Group coverage for meetings, including preparing agendas, compiling materials, and preparing minutes.
- Administers AFG Announcements and Public Outreach Coordinator AFG Connects communities.
- Provides vacation coverage for the WSO postman for Spanish or English as needed.
- Available to answer routine correspondence and phone inquiries from Spanish-speaking members in an Al-Anon/Alateen sensitive manner.
- Assists in technical facilitation of WSO tech team supported events.
- Conducts office tours in Spanish or English as needed.
- Other duties as assigned.

Requirements:

- Ability to speak, read, and write in Spanish and English in general business context
- Effective verbal and written communication skills with an ability to demonstrate patience and compassion in person, via phone or chat within social media forums, and via mail/email
- Strong organizational skills and ability to prioritize multiple tasks
- Excellent collaboration and interpersonal skills
- Strong problem-solving and decision-making skills

- Basic knowledge of other Microsoft 365 products (Word, Excel, PowerPoint& Outlook)

Education & Experience:

- Associate degree and six months to one year of related experience and/or training; or a High School diploma or general education degree (GED) and two years' related experience; or equivalent combination of education and experience.

Working Environment:

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands and fingers and talk or hear. The employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus.

Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually moderate.

Location: This job is located at the Al-Anon Family Group Headquarters, Inc. World Service Office in Virginia Beach, VA. Remote employment will not be considered for this position.

Travel: No travel is required.

Hours: Some weekends and evenings throughout the year.