



## Front Desk and Program Assistant

**Who We Are and What We Do:** Through training and mentorship, we empower community members to stand up for abused and neglected foster children and champion their best interests in court. We dedicate our resources to recruiting, training, and supporting volunteers in order to provide quality advocacy to as many children as we can. This year nearly 500 volunteer court-appointed special advocates (CASAs) will serve 1,050 children in Multnomah, Washington, Columbia Counties & Tillamook Counties.

We are growing! With investment from foundation, corporate and individual funders as well as an increase in state funding, we are enhancing our ability to serve more children in the foster care system. We are in search of dynamic, thoughtful, and persistent individuals who are passionate about changing the lives of children.

Ideal candidates will thrive in an environment that works closely with our Front Desk Lead and Operations Director and provides support to the front line Supervisor team and our CASA volunteers. They will also share our diversity, equity, and inclusion journey through personal learning and have a willingness to support CASA's equity commitments. If this sounds like you, we would love to have you join our team.

### **CASA is actively seeking to diversify our Staff**

#### **Individuals who represent BIPOC communities are encouraged to apply**

#### **Where You Will Work:**

The CASA office located inside the Juvenile Justice Center, 1401 NE 68<sup>th</sup> Ave., Portland, OR 97213  
*This is mainly an in-office position with the potential for some remote work hours after orientation, onboarding and training.*

**Who You Will Report To:** Operations Director

**Position Type:** 0.75 time, Non-Exempt (hourly)

**Job Summary Description:** As one of the first "faces of CASA" this position interacts with judges, volunteers, donors, community partners, staff and the board. This position provides program and general administrative support to CASA volunteers and staff.

#### **Things You Will Do:**

##### *Front Office/Program Support*

- Assist with front office phone and walk-in coverage
- Assist with processing of court documents and program-related communications, utilizing multiple electronic platforms such as CASA Manager (program database), OECI (electronic court document database), TylerHost, OJD Electronic Database (electronic file and serve platforms, and Sterling Volunteers (background check platform)
- Assist with updating the program database with volunteer information and court documents
- Electronically filing multiple documents including CASA Reports, CASA Assignments & Resignations, and Motions for Hearings
- Manage the process for CASA volunteers completing their first case which includes creating certificates, gathering CASA information.
- Provide back-up duties for the Front Desk Lead and Executive Assistant roles.

### **Qualifications You Will Need:**

- Education obtained either through a bachelors' degree *or* lived experience *or* a combination of the two
- Minimum 1-2 years' work experience with similar job duties including specific experience reporting to senior management
- A commitment to advancing and modeling diversity, equity and inclusion

### **Other Knowledge, Skills & Abilities You Will Need:**

- Create and maintain a team environment. Give and welcome feedback. Contribute to building a positive team spirit. Support everyone's effort to succeed and assume the best of other people's actions.
- Planning/Organizing: Strong organizational and time management skills. Ability to multi-task, set priorities, meet deadlines, and prioritize/plan work activities. Use time effectively - demonstrate the ability to work independently
- Strong written and verbal skills with the ability to effectively utilize technology and software, including MS Office Suite, Google mail, Google drive and databases
- Ability to stay calm and on-task in high-stress situations
- Ability to be responsive to many different people/communication styles
- Prior experience with multi-line phone system, other child welfare programs and the juvenile court system is beneficial but not required

### **Other Requirements:**

- Successfully complete criminal justice and DHS abuse registry background checks (*Note: CASA evaluates the results of each background check on a case-by-case for context and relevance to this job.*)
- Proof of U.S. residency
- Complete CASA's "Knowing Who You Are" anti-bias, cultural competency training in your first six months of employment

### **Your Salary and Compensation:**

This position starts at \$41,700 (based on 1560 full time hours at ~ \$26.73/hr.) Compensation includes a great benefits package with medical (including mental health coverage), **OR** an annual earnings stipend of ~\$6,888 with waiver of CASA's coverage (new hires must provide proof of medical coverage), employee assistance program, dental, disability and life insurance, retirement plan, and a very generous paid time off and holiday schedule to help with work/life balance.

*Special perks:* Paid time off (PTO) is awarded so your full PTO for the year is available upon hire, we take extra days off at the end of the calendar year (outside of PTO) for a total of 19 holidays given annually, and CASA provides a 401(k) that matches employee deferrals up to 5% of salary.

### **How You Can Apply:**

Send your resume and cover letter to [jobs@casahelpskids.org](mailto:jobs@casahelpskids.org) noting **Front Desk & Program Assistant**. Applications are reviewed as received so apply early for the best consideration. This position will remain open until filled, but if an ideal candidate is found, position may close sooner. We prefer not to receive phone inquiries.