



We're your technology nonprofit!

Computers, Digital Media Services, Training, IT Services, FREE E-Recycling
4283 El Cajon Blvd. Suite 220, San Diego, CA, 92105
Phone: 619-269-1684 | Fax: 619-269-3471 | TTY: 877-789-5832
www.sdfutures.org | www.facebook.com/sdfutures

San Diego Futures Foundation Job Description

Job Title: Office Coordinator

Who should apply for this position?

- Welcoming personality with smile on the face.
- Genuinely excited to help customers
- Associates' Degree or combination of experience and education preferred but not required.
- Industry recognized certification in computer technical support preferred but not required.
- Experience working in office support, sales, marketing, and/or outreach.
- Spanish/English bilingual required.
- California Drivers' License and Automobile Insurance policy.
- Reliable transportation.

ORGANIZATION BACKGROUND

The mission of SDFF, a local nonprofit 501c3 serving the entire county of San Diego County, is to improve people's lives by making information technology available to underserved individuals, organizations and disadvantaged small businesses through training, education, technical services, and equipment. SDFF is supported by a variety of local funders including the County of San Diego. For more information please visit our website: www.sdfutures.org

OVERVIEW

The Office Coordinator is the first point of contact between our organization and our community. The primary function of this position is customer service and interaction with SDFF clientele and administrative support to all departments of SDFF.

JOB SUMMARY

Customer interaction includes educating customers on the qualification process and benefits of purchasing a computer from San Diego Futures Foundation, providing SDFF computer purchase applications, answering questions related to all SDFF programs, providing customers with appropriate information, as well as, providing basic and intermediate technical support to SDFF program clients.

Furthermore, the Office Coordinator provides day to day front office reception and administrative support to all SDFF departments, including greeting guests, handling company inquiries, supporting test center procedures and processing mail.

RESPONSIBILITIES

Front Desk/Administrative Support

- Attracts potential customers by answering product and service questions; suggesting information about other products and services
- Answer phones and transfer calls as appropriate.



- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Answer inquiries about company.
- Greet visitors warmly and make sure they are comfortable.
- Notify persons waiting for visitor.
- Schedule meetings and conference room.
- Coordinate and organize office setup on regular basis and on special events like Christmas, Thanksgiving day to make sure office looks clean, professional and organize.
- Order food, set up and break down room for monthly staff meetings.
- Maintain a clean and safe work environment.
- Coordinate mail flow in and out of office.
- Order and maintain office supply inventory.
- Articulate the SDFF computer purchase qualification and application process clearly, and answer all related questions politely and to the best of ability.
- Assist with outreach to low income families to determine qualification to purchase discount computers.
- Show customers products that fit their needs and ensure that customers are educated on multiple products.
- Inform customers about special promotions, accessories, secondary training and new items arriving.
- Process customer purchases/return transactions promptly and correctly at point of sale.
- Listen, comprehend, and respond to customer comments/questions in person or on the phone using available resources.
- Refer clients to other staff or resources as necessary to resolve problems or answer questions.
- Understand and follow company rules and regulations.
- Develop and maintain a "Front Desk Support Policies and Procedures" manual.
- Encourage flow of productivity.
- Perform all other duties as assigned and required.

Technical Support

- Provide computer support related to setup, software installation, basic troubleshooting, viruses, malware, broken or failed parts and more.
- Promptly take phone calls from SDFF individual and nonprofit clients.
- Work patiently and cordially to resolve issues or escalate them to more advanced support.
- Maintain and be able to use SDFF helpdesk software to inform customer of computer repair and statute.

SKILLS

- Must be very patient and willing to work with clients of diverse backgrounds and very limited technical knowledge or skill.
- Excellent organizational skills, demonstrated initiative, flexibility and creativity.





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- Demonstrated knowledge of standard computer concepts, practices, and procedures related to a home use computer environment.
- Solid understanding of hardware, software, and Internet technologies and websites.
- Solid understanding of the functions of Microsoft Windows XP, Vista, and 7.
- Professional demeanor at all times.
- Possess basic mathematical skills and working knowledge of computerized cash register and POS system.
- Excellent critical thinking, problem solving, and time-management skills.
- Ability to manage multiple tasks with frequent interruptions and independently solve problems.
- Ability to diffuse and manage volatile and stressful situations.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Ability to lift and/or move objects and displays (up to 30 lbs.), bend, stoop and reach with arms and hands.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, email, etc.

EXPERIENCE AND EDUCATION

- Associates' Degree or combination of experience and education preferred but not required.
- Industry recognized certification in computer technical support preferred but not required.
- Experience working in office support, sales, marketing, and/or outreach.
- Spanish/English bilingual required.
- California Drivers' License and Automobile Insurance policy.
- Reliable transportation.

PHYSICAL JOB DESCRIPTION

The work environment is a typical air conditioned office with low-to-moderate sound levels. The position requires the employee to work outside of the office and to interact with external clients throughout San Diego County. The office coordinator will be provided with a Windows 10 based PC, a telephone and office supplies to use for work related purposes. Physical tasks include typing and occasionally lifting small boxes less than 50lbs.





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TASKS AND TIME USE

Task Name	Description	% of Time Spent
Front Desk	Provide day to day front office reception and administrative support to all SDFFF departments, including greeting guests, handling company inquiries, and sorting and distributing mail.	60%
Technical Support & Hardware	Promptly take phone calls from SDFFF individual and nonprofit clients. Work patiently and cordially to resolve issues or escalate them to more advanced support. Maintain SDFFF helpdesk software to inform customer of computer repair and statute. Further, educate customers on the qualification process and benefits of purchasing a computer from San Diego Futures Foundation.	30%
Operations	Enter timesheets and expenses, attend staff, attend trainings, update and comply with policies and procedures. Maintain all SDFFF General account billing. Control and check the offices to make sure it looks clean, professional and organize.	10%
		100%

REPORTING

The Office Coordinator reports to the Director of Hardware Operations.

TERMS

Exempt Status: Non-exempt

Hours: Full-time 40 hours per week

Compensation: \$13/hourly

Benefits: Eligible to receive Health, Dental and Vision benefits, Sick and Vacation plus Group Term Life Insurance and Professional Development benefits.





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I have read and understand the above job description. I also understand this is just a guideline to use when doing my job and not to be construed as a contract. I further understand, as an at-will employee I or SDFF can terminate this employment relationship for any reason. This position within SDFF is a grant funded position and may be terminated in the event of loss of funding.

By signing this job description, I confirm that I am also capable of successfully performing the duties of this position as described. While this job description is intended to be an accurate reflection of the job requirements and accountabilities, SDFF management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.

Employee Signature

Date

Director/Manager Signature

Date

