



The community's go-to for supporting and empowering change.

Office Assistant

HelpLine is seeking a self-motivated, articulate, detail-oriented and highly organized professional to work in a flexible, fast paced, non-profit environment. HelpLine has served the community for over 50 years providing 24/7 telephone and texting crisis support, information on community resources, youth and adult suicide and violence prevention education, sexual assault advocacy services, and volunteer programs specifically focused on older adults. This position is the face of the organization at the front desk in Delaware both in person and via the business line by greeting callers, visitors, vendors, job applicants, and those in need & connecting them with the right person. They provide clerical support to all departments; manage the office related to ensuring building and equipment is in working order, contacting the appropriate entity for repairs and maintenance, maintaining and ordering all household cleaning, office, and kitchen supplies; and acts as the agency Safety Coordinator for sites located in Delaware, Mt. Gilead, and Upper Sandusky; responsible for safety activities and training at the Delaware site; managing disposal of old files, equipment, furniture, etc. This individual should have strong administrative skills in the areas of office management, clerical support, interpersonal skills, and ability to work independently. This position is 35 hours per week and reports to the Fiscal Director. Wage range is \$18-\$22 per hour depending on experience.

Primary job location will be in the Delaware office with some travel between other office locations required. This position requires an onsite and in person work schedule (not eligible for hybrid work schedule).

RESPONSIBILITIES

- + Greet personnel, clients and community stakeholders coming into the agency and answer the business line in a professional and cheerful manner
- + Help connect clients to printed materials, staff members, and/or hotline phone to facilitate them getting the help they need
- + Make sure lobby is stocked with community resource materials
- + Coordination and documentation of agency safety procedures for all three agency sites
- + Making sure all safety activities and documentation for all three sites is maintained and organized electronically
- + Implement safety training program
- + Do monthly safety inspections, quarterly fire drills, tornado drills, restock first aid kit, get fire extinguishers charged annually, work with fire inspectors to correct any problems all at the Delaware Site.
- + Ensure that the other two sites are implementing required safety activities and trainings
- + Provide clerical support to all departments such as copying, printing, laminating, making signage, gathering promotional materials.
- + Office management-related issues such as coordinating office repairs and maintenance, ordering supplies, issuing keys, keeping kitchen stocked with required supplies; replacing air purifying filters.
- + Contact landlord or appropriate vendor for issues



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REQUIRED QUALIFICATIONS

- + High School Diploma or equivalent required
- + Clerical and office management skills required (3 years minimum experience)
- + Proficient with Microsoft Office and Excel - basic knowledge
- + Organize and conduct multiple tasks simultaneously
- + Aligned with agency values around collaboration, diversity and inclusion, and be mission driven
- + Able to work well in a team environment and independently
- + Requires onsite and in-person work schedule (not eligible for hybrid work schedule).
- + Must pass a background check
- + Must maintain an acceptable driving record and pass MVR
- + Must provide own transportation when travel is required.
- + Able to work in a high paced environment
- + Excellent customer service skills

WHY WORK FOR HELPLINE

HelpLine is a financially stable, longstanding (50+ years) non-profit providing a broad spectrum of social services to eight counties. We are committed to living our values and investing in our people. This means our benefits reflect equitable wages, culture of self-care, inclusive practices and access to growth opportunities:

- + Part-time exempt (35 hours/week) position with competitive salary with personal growth and professional development opportunities.
- + Outstanding total rewards package, which includes but not limited to:
 - o Employee health, life, dental and Long Term Disability (LTD) coverage
 - o Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
 - o Voluntary life insurance and other optional benefits are available.
 - o Employee assistance program
- + Earned vacation and sick time.
- + Mileage reimbursement for all work-related travel.

HOW TO APPLY

For full consideration, please submit a complete application which consists of a cover letter and resume to Leslie Baldwin at lbaldwin@helplinedelmor.org. Applications will be accepted until the position is filled.



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ABOUT US

As the community's only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing suicide and depression, sexual assault, child sexual abuse and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge to get community members the support, education and volunteer opportunities they're looking for. For more information, visit helplinedelmor.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, age, sex, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.