

Administrative Assistant—Workforce Development

Isles seeks an Administrative Assistant to support the successful delivery of Isles Workforce Development training and supportive services, including workforce applicant intake and initial assessment, documentation and reporting, customer service, and general office support. This position will work closely with a variety of Workforce Development staff, including Employment Coaches, Case Managers, Training staff and others engaged in Workforce Development in the Financial Opportunity Center, the Center for Energy and Environmental Training, and across Isles. This position will interface with a variety of organizational personnel, external agencies, customers and the general public. The successful candidate will be part of the Isles Financial Opportunity Center team, working together to recruit, onboard, and support FOC participants, and connect them with financial counseling, income support assistance, and housing counseling services as appropriate.

ABOUT ISLES FINANCIAL OPPORTUNITY CENTER:

Isles' Financial Opportunity Center (FOC) helps low to moderate income families boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building through an integrated service model approach. The FOC provides individuals and families with services across three critical and interconnected areas: employment services, financial coaching and access to income supports. Isles' FOC enhances Isles' existing financial services and workforce development programming, and complements our two decades of housing counseling services.

POSITION DETAILS:

- Staff front desk, welcoming participants and directing them to the appropriate person
- Follow up with participants to gather documentation and necessary paperwork and information
- Answer and direct phone calls and provide accurate information regarding training and support options
- Enter customer information into Salesforce
- Help direct customers through workforce development process
- Provide outstanding customer service to customers, vendors, and program applicants
- Assist in the preparation of regularly scheduled reports
- Carry out administrative duties such as applicant file preparation, scanning, filing, etc.
- Maintain computer and manual filing systems
- Assist with program marketing and outreach
- Handle sensitive information in a confidential manner

WHO WILL BE SUCCESSFUL:

Successful candidates want to work in a unique think, learn, and do community-focused setting. They bring a commitment to supporting and empowering individuals and families in increasing their financial capabilities and wealth. They are highly organized, effective communicators with diverse and varied audiences from differing experiences and backgrounds, and skilled in identifying opportunities and efficiencies to increase the impact of FOC and other Isles' services offerings, while ensuring that community members' interests remain the priority of projects and programs.

QUALIFICATIONS:

Required qualifications:

- Proven administrative experience
- Excellent organizational skills and attention to detail
- A commitment to supporting and empowering individuals and families from historically under-resourced communities and increasing their financial capabilities and wealth
- Ability to work independently and collegially in a fast-paced, goal-oriented environment
- Strong written and oral communication skills
- Willingness and ability to learn new software
- Reliable transportation, proof of insurance and a valid driver's license
- A flexible schedule and the ability to provide services on weekends and evenings, as needed
- Experience and cultural competency working with individuals and families from varied experiences and backgrounds
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Proficiency in utilizing virtual meeting platforms (Zoom, WebEx, Teams, etc.)
- High school diploma or equivalent

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Preferred qualifications:

- Familiarity with employers in Trenton and Mercer County
- Work experience in the social services sector
- Associate or Bachelor degree from an accredited college or university
- Bilingual in Spanish and English preferred

ABOUT ISLES:

Founded in 1981, Isles is a nationally recognized nonprofit community development and environmental organization with the mission to foster self-reliant families in healthy, sustainable communities. Each year, Isles reaches thousands of central New Jersey residents with opportunities for at-risk youth job training, affordable housing development, financial literacy training, homeownership counseling, community gardening, environmental health and education, community organizing, and regional planning.

WHAT IT'S LIKE TO WORK FOR ISLES:

Throughout its 43-year history, Isles has proactively and innovatively anticipated and responded to changing needs and priorities of the Trenton community and beyond. Isles works to impact underlying causes of social inequities in meaningful and effective ways, while ensuring a healthy work-life balance for staff members. Isles' culture is built around collaboration and mutual support, internally and externally, and a socially conscious commitment to advancing social justice and equity. Our team consists of more than 100 employees, plus a corps of volunteers and an engaged Board of Directors.

Compensation: Starting salary range is \$42,000-48,000 based on experience and qualifications. Comprehensive Medical, Dental, Vision, FSA benefits, 401K with company match and a generous PTO policy.

Interested candidates should submit resume to hr@isles.org. Your application materials should demonstrate why you're a good fit for this position and what *specific* skills, experience, talents, and interest you'll bring to the table.