**Social Service Assistant**

Starting Wage:

**Job Summary:**

The Social Service Assistant at the Eugene Service Station serves as a primary contact for all incoming and outgoing communications related to social services. This position requires strong professional communication skills, thorough knowledge of social service resources in Lane County, and experience in administrative support, including coordinating calendar schedules, maintaining meeting minutes, and managing conference billing. As part of a collaborative team, the Social Service Assistant ensures data accuracy within management systems and supports St. Vincent De Paul’s mission of providing quality assistance to community members.

**Key Responsibilities:**

* Handle all incoming and outgoing communication for social services, including phone calls, emails, and in-person inquiries.
* Act as a knowledgeable resource for community members, providing accurate information on available services and referrals within lane County.
* Maintain data accuracy and organization in the services management system, ensuring confidentiality and compliance with data privacy regulations.
* Track and coordinate calendar schedules for various meetings, conferences and consultations, ensuring all team members are informed of upcoming commitments.
* Record and maintain meeting minutes, distributing summaries and action items to relevant team members.
* Coordinate billing for conferences.
* Provide general administrative support, such as managing files, assisting with report preparation, and coordinating with other team members.
* Work closely with the service station team, demonstrating a team-oriented approach to meet clients’ needs effectively.

**Qualifications:**

* **Knowledge of Local Resources:**
	+ Familiarity with social service resources available in Lane County and general knowledge of the Eugene/Springfield area.
* **Professional Communication Skills:**
	+ Ability to communicate effectively, professionally, and empathetically with clients, partners, and other service providers.
* **Data and Calendar Management:**
	+ Experience with data entry, calendar coordination, and managing billing processes in a database or client management system.
* **Administrative Skills:**
	+ Strong organizational skills, attention to detail, and proficiency in basic office software (e.g., Microsoft Office Suite, email platforms).
* **Team Oriented:**
	+ Willingness to work collaboratively with others in a supportive manner

**Preferred Qualifications:**

* Experience working in social services or similar field.
* Experience coordinating billings, scheduling, and maintaining meeting documentation for government or nonprofit agencies.
* Knowledge of social service systems, including understanding of privacy requirements (e.g., HIPAA).

**Physical Requirements:**

* Ability to work in a dynamic environment and to engage with individuals who may be experiencing challenging circumstances.