



Position: Information Specialist
Department: Human Resources
Reports to: HR Training Supervisor
Salary: \$12.25 /hr
Status: 100%, Full-Time, Non-Exempt, Union
Probation: 90 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403(b) retirement plan

JOB SUMMARY: Responsible for providing switchboard coverage at the McDonald Wright Building and the Village; provide departmental contact information, referrals and resources to the community; serve as a receptionist for clients, visitors or staff as well as clerical support to the Human Resources Department; process mail (internal/external).

ESSENTIAL FUNCTIONS:

- 1) Responsible for answering the main Los Angeles LGBT Center (Center) switchboard and routing of incoming calls on a daily basis during business hours;
- 2) Retrieving voicemail messages from the main voicemail inbox and all other voicemail inboxes as assigned;
- 3) Answer informational calls related to community events advertised in various publications and or internal events hosted through various departments;
- 4) Greet the community, provide information on services and programs, referrals, resources and direction;
- 5) Enter information and maintain current data base of community resources as well as the Center's Directory;
- 6) Responsible for receiving all informational magazines and literature; maintaining community information space;
- 7) Pick up and drop off mail at Post Office and four of the Center's local properties; receive and sort mail, maintain a list of mail box subscribers;
- 8) Responsible for outgoing mail, use of mail-machine to process mail and scheduling of bulk mailings as needed;
- 9) Receive and sort all packages, maintain accurate records of packages received and claimed, notify recipients of pick-ups; ensure deliveries are claimed within a reasonable amount of time (max 24 hours);
- 10) Responsible for attending meetings and trainings as assigned and or required;
- 11) Participate in special events and other departmental and agency activities as requested;
- 12) Other duties as assigned;

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) Previous reception and general office experience, typing, filing, and/or office management;
- 4) Basic computer skills and software knowledge including Windows, Microsoft Word, Office, Excel, and Outlook;
- 5) Excellent communication skills; analytical, math, and public relations skills;
- 6) Self-motivated, energetic and flexible personality required;
- 7) Strong organizational skills and detail oriented;
- 8) Self-starter, must be able to work with minimal supervision;
- 9) Bilingual (Spanish/English preferred) a plus;
- 10) Access to reliable transportation and the ability to be insured;
- 11) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org
Or submit cover letter with application/resume to:
Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.