

Office Assistant (Senior Community Service Employment Program - SCSEP)

Position Summary

The Office Assistant provides administrative and receptionist support to United Way of Greater Kingsport, helping ensure the efficient day-to-day operation of the organization. This position serves as the first point of contact for visitors, volunteers, donors, and community partners while providing clerical, organizational, and administrative assistance to staff.

This position is funded through the **Senior Community Service Employment Program (SCSEP)** administered by **First Tennessee Human Resource Agency (FTHRA)**. Applicants must meet SCSEP eligibility requirements. United Way staff are happy to answer questions and connect interested individuals with FTHRA to determine eligibility.

Hours Per Week: 29

Pay: \$12.00/hour

If you are ready to make a difference in your community, **send resume and cover letter to resumes@uwaykpt.org**.

Essential Responsibilities

- Welcome and assist visitors, volunteers, donors, and community partners in a professional and courteous manner.
- Answer, screen, and direct incoming telephone calls and respond to general inquiries.
- Monitor and manage the organization's general email account and distribute messages appropriately.

- Receive, sort, and distribute incoming mail and prepare outgoing mail and shipments.
- Maintain an organized, welcoming, and professional reception area.
- Schedule meetings, reserve meeting spaces, and assist with calendar coordination.
- Provide administrative support including data entry, filing, document preparation, copying, scanning, and record management.
- Assist with maintaining donor, volunteer, and community records in organizational databases.
- Support special events, volunteer activities, fundraising campaigns, and community engagement initiatives through administrative and logistical assistance.
- Prepare meeting materials, packets, and other printed resources.
- Maintain office supply inventory and coordinate ordering of routine office materials.
- Assist with processing acknowledgments, correspondence, and other routine communications.
- Support basic financial administrative tasks such as preparing deposits, tracking invoices, or organizing financial documentation as assigned.
- Help maintain accurate organizational records and ensure confidentiality of sensitive information.
- Perform other administrative and office support duties as assigned to support the mission of United Way of Greater Kingsport.

Preferred Qualifications

- High school diploma or equivalent.
- Strong customer service and interpersonal skills.
- Excellent verbal and written communication abilities.
- Strong organizational skills and attention to detail.
- Willingness to learn new skills, processes, and technology.
- Commitment to maintaining confidentiality and professionalism.

SCSEP Eligibility

This position is available through the **Senior Community Service Employment Program (SCSEP)**, funded by **First Tennessee Human Resource Agency**.

To be eligible, applicants must:

- Be **55 years of age or older**
- Be **unemployed or underemployed**
- Meet **SCSEP income eligibility guidelines**
- Be **legally authorized to work in the United States**
- Be a **resident of Tennessee**

If you are unsure whether you qualify, we encourage you to apply or contact United Way of Greater Kingsport. We are happy to answer questions and connect interested applicants with First Tennessee Human Resource Agency to determine eligibility.