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**FRC (FAMILY RESOURCE CENTER) ADMINISTRATOR**

**JOB DESCRIPTION**

**Position Title:** FRC Administrator

**Program/Department:** FRC

**Immediate Supervisor:** FRC Director

**Work Schedule:** Full time 8:30am – 4:30pm Monday through Friday

**Benefits:** Employee Health/Dental/Vision insurance and retirement plan

**DESCRIPTION:** The FRC Administrator will support all Family Resource Center (FRC) programs by providing comprehensive administrative assistance. This role ensures efficient operations, compliance with all requirements, and the effective management of daily tasks and responsibilities. Additionally, the FRC Administrator will oversee the FRC database, gather data, and report relevant information to the FRC Director.

**JOB Responsibilities include, but are not limited to, the following:**

* Must promote a positive/professional attitude to all Volunteers for Youth Justice employees, volunteers, business partners and clients.
* Monitor and maintain inventory of office supplies, ensuring adequate stock levels to support daily operations.
* Troubleshoot minor equipment issues and coordinate with VYJ Property Operations Manager for additional support when necessary.
* Answer incoming phone calls promptly and professionally, serving as the first point of contact for the Family Resource Center (FRC), directing callers to the appropriate staff members or departments based on their specific needs.
* Responsible for training all staff on the database and ensuring data is being entered accurately.
* Oversee the FRC database, ensuring accurate and up-to-date information.
* Collect, organize, and analyze program data for tracking and reporting purposes.
* Assist with creating organizational surveys, polls, and forms as needed using Survey Monkey, Jot Form, Doodle Poll, and Google Suite and other platforms.
* Support managers and employees through various tasks related to organization and communication.
* Assist FRC Directors and Coordinators in the collection and submission of expense documents in accordance with contract requirements.
* Provides clerical support to FRC Staff and handles all mailings.
* Assists FRC program staff with the creation of advertisements and community awareness communications.
* Coordinates with VYJ Development staff to ensure FRC program offerings are listed correctly on the VYJ website and social media pages.
* Review and enter all FRC referrals into the FRC Database before forwarding them to the appropriate staff.
* Responsible for documenting and tracking all FRC Parent Partner activities, including managing data entry and case management in the database on behalf of the Parent Partner.
* Other duties as deemed necessary and appropriate by the FRC Director and Executive Director

**Qualifications:**

* Bachelor’s Degree required
* 2-3 years of clerical, secretarial, or office experience
* Proficient computer skills, including Microsoft Office
* Strong verbal and written communication skills
* Comfortable with routinely shifting demands
* High degree of attention to detail
* Working knowledge of general office equipment