

Job Description
Full Time Administrative Assistant
Alliance Française of Washington, DC

About the Alliance Française of Washington, DC (AFDC):

The AFDC is a non-governmental, non-profit, organization with a 501 (c) 3 status. As such it does not receive any funds from the French government or any other government. It is one of the 850 AF chapters in the world and one of the 114 chapters established in the USA. Its mission is to promote the French language and culture as well as Francophone cultures to a largely American and international public who wants to learn French and/or wants to learn more about the culture. The AFDC serves as the French language and cultural center in the Nation's Capital.

Please refer to the website: www.francedc.org to learn more about the organization.

Membership Services: The Administrative Assistant is responsible for overseeing all aspects of member services, from initial contact to maintaining member records. This includes but is not limited to:

- Send membership renewal reminders on a weekly basis to members whose memberships will expire soon.
- Print and send membership cards.
- Ensure that the contacts database is accurate; enter new member and contact information and correct existing information as needed.
- Answer questions from members, students, and prospective members.
- Provide solutions for problems encountered by members and students.
- Take membership registrations.

Educational Program Support: The Administrative Assistant assists the Academic Director with administration of the school. This may include but not limited to:

- Take class registrations by telephone and in-person as needed.
- Enter registrations in database and take payments with e-commerce.
- Answer basic questions about adults/kids classes and educational programs.
- Send confirmation / cancellation emails about classes to students and teachers.
- Follow-up on changes from one class to another: transfer, refunds, credits, cancellations
- Edit and forward to teachers Class Attendees List at beginning of each session
- Send mid-term/end of term evaluation to students
- Take stock and write book inventory for all classes
- Help with any kind of filing
- Help distribute textbooks to students.
- Help register students during placement test nights.
- Help teachers when needed (for photocopies, class materials or troubleshooting Smart Boards)
- Set up and clean up rooms from adult format to children format and back, white-boards, etc...
- Print receipts for the controller and organize them in appropriate folders.
- Help with placement tests. (set-up, clean up, serve food/drinks.... Etc...)
- Bring boxes of books when delivered from main floor to Education department

Cultural Program Support: The Administrative Assistant assists the Executive Director and the Executive Assistant with the implementation of Alliance Française cultural and social activities. This may include, but is not limited to:

- Be knowledgeable about all upcoming cultural events
- Answer questions about events.
- Take event reservations by telephone and in person.

- Help set up events if necessary

Office Management:

- Order needed supplies for cafeteria and office
- Check and fill cafeteria items three times a day at minimum and before leaving his/her desk at the end of the day
- Check and guarantee toilets are in working order with all necessities at arrival, at lunch and at the end of the day
- Check stock in cafeteria and state of bathroom necessities on a daily basis.
- Help team to bring up weekly shopping and put it in appropriate space.
- Answer general email and telephone messages.
- Take all messages for the Executive Director in writing.
- Bring the mail to the Executive Director.
- Serve as the point of contact for equipment maintenance and repair personnel, on the absence of the Executive Assistant and/or of the Executive Director
- Troubleshoot some technological issues (copiers, wi-fi, computers)
- Report any housing or technological issue in good time (toilets, etc...)
- Bring deliveries to the Education Department office

Necessary Skills:

- Bilingual French-English.
- Excellent communication and interpersonal skills.
- Computer skills including Microsoft Word, Excel, PowerPoint, Outlook, and Publisher. Basic knowledge of HTML is a plus.
- Technical skills: basic knowledge of technical equipment for set up of events. Ability to quickly familiarize self with and trouble shoot equipment. Knowledge of Smart Board systems a plus.
- Able to lift 50 lbs (move furniture, carry boxes)

Hours:

Position to start as soon as possible

- **Rotation (8 working hours + breaks)**
 - 8h45 am to 5:00 pm
 - 12h15 pm to 8:30 pm
 - Saturdays from 8:45 am to 4:00 pm
- 5 Placement Test Nights per year require your presence until 9:30pm
- 5 First weeks of sessions per year may require your presence until 9:00pm (Monday thru Thursday)
- In case of heavy workload, you may be asked to stay for longer hours until the job is done.

Salary: Based on Entry level + 1 year minimum of experience in a fast-paced office

Benefits: generous vacation and holiday package, health insurance (medical, dental, vision); monthly transportation stipend; 50% off classes and events for spouse and children; free French language classes for non-native French speaker employee; individual or family membership to AFDC

How to Apply: Please send resume in English, letter of motivation in English, writing sample in French and a list of three professional references to: director@francedc.org

Do NOT call. Only the candidates whose application will have been retained for an interview will be contacted.

Position not open to sponsoring.

Applicants should already have a working visa/employment authorization card, or the green card (permanent resident status), or be a US citizen or bi-national.