

Job Description
Full Time Education 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 832 AF chapters in the world and one of the 109 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.

Regular Membership Services: The Administrative Assistant is responsible for overseeing the “**regular**” memberships only (individual and family) and associated member services, from initial contact to maintaining member records. This includes but is not limited to:

- Verify that membership renewal reminders are sent from the website/database to members whose memberships will expire soon.
- Ensure that the contacts database is accurate; enter new members 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 for regular memberships.
- Orient all other membership prospects or renewals (from Moliere up) to the Executive Assistant and/or to the Executive Director
- Alert the Executive Assistant and/or the Executive Director if someone chooses an upper-level membership ASAP.

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 questions about adults/kids’ classes and educational programs.
- Initiate AND Send confirmation / cancellation emails about classes to students and teachers a need for each session and should be able to do this without being reminded by the Academic Director after the probation period.
- 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.
- **Take stock and write book inventory for all classes.**
- Help with any kind of filing.
- Help distribute textbooks to students.

- Help teachers requiring photocopies.
- **Help teachers and students with questions about technology (Zoom, Digipad, Smart Boards...)**
- Email receipts associated with the Education Department to the Executive Director
- Bring boxes of books when delivered from the main floor to Education department.
- **Prepare flyers for the Newsletters and have them ready on Canva before cob on the Monday before the Thursday Newsletter.**
- Follow up with class registrations – contact students on pending/ waitlist etc.
- Prepare placement test or Zoom Trial follow up lists or other lists as requested by the Academic Director
- Prepare regular book purchase lists and update them when students procure books separately from their original registration.
- **Help the Adult Instructional Coordinator with private classes** by entering them into the system and sending private class purchase confirmations to students and instructors.
- Create ZOOM link for all adult classes.
- Regularly train current and/or new teachers and potentially staff on new/ added ZOOM functionalities.
- Remind faculty and staff to update their ZOOM apps to guarantee that there is no interruption of services in the delivery of classes.
- Redact and regularly update Step-by-step ZOOM Guides in PDF format: one for faculty, one for students, which should contain minimum technological requirements for a better delivery/attendance of classes via ZOOM as well as a list of recommended links/video tutorials for self-training for both faculty and students.
- **The duty of due diligence is CRUCIAL: all emails and phone calls must be returned within 24 to 48 hours during the work week.**

Cultural Program Support: This may include, but is not limited to:

- Be knowledgeable about all upcoming cultural events.
- Answer questions about events.

Office Management as General Admin:

- **Take stock and inventory of things that are missing or running low, included but not limited to: office equipment or supplies, toilet and bathroom supplies and materials, and order AFTER approval by Executive Director**
- Answer general email and telephone messages.
- **Review all messages (received by phone or by email) and dispatch them to the right recipient either by phone or by email (For the Executive Director, only by email)**
- **Put ALL the regular mail into the Executive Director’s Mailbox in the main office.**

- 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; Zoom)
- Report any housing or technological issue in good time (toilets, etc...) to the Executive Assistant, and make the necessary calls if/when approved.

All the responsibilities and duties listed above are as exhaustive as possible but not definitive. The position may evolve over time:

- **The Academic Director may request more work missions than described above, including in terms of hours worked, in particular if the needs of the department require that the employee stays longer at work.**
- Any significant changes in the core of the job description or number of weekly hours worked will require approval by HR (Executive Director) after discussion with the Academic Director
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Hours:

- **Mondays thru Thursdays: 10:30am to 6:30pm or 11:00am to 7:00pm**
- **Fridays: 9:00am to 4:00pm or 5:00pm (on certification days)**
- In case of heavy workload (in particular the first week of each session or the week of Zoom trial classes), you may be asked to stay for longer hours until the job is done.

As a general rule: the work week remains a 40-hour week, and the days and hours remain the same (unless otherwise approved by ED). However, a certain flexibility is possible due to circumstances:

- Working from home is possible and remains possible one day per week, on Friday for that position.
- **When teleworking: Employee must at least work 6 of the 8 hours of the workday at a time when other staff members are also working**
- **Use of AFDC laptop equipped with VPN is mandatory.**
- **Use of G:Drive is mandatory for all documents designed/written/published;**
- **Use of personal laptop is forbidden.**
- Attendance at staff/ work meetings is required and may oblige the employee to find alternate solutions in case of conflicting family duties.

Qualifications: ANTI-COVID VACCINE and UPDATED BOOSTERS is a MUST

- Bachelor is a minimum.
- Native French-speaker or equivalent proficiency: may be called to sub in for sick teacher at the last minute.
- Bilingual French-English.
- Excellent verbal and written internal/external communication skills.
- Able to carry up to 50 lbs (move furniture, carry boxes) all the way to the 3rd floor. The AFDC building is a historic grand-fathered building with no elevator.
- **Microsoft Office Suite expertise is a Must:** Outlook, Word, XLS, Publisher, PPT. Knowledge of basic html is a Plus.
- Knowledge of CANVA (design software) appreciated.
- **Must be knowledgeable with Smart Board technology.**
- Must demonstrate a strong capacity to work in a very fast-paced environment, under pressure and ability to meet deadlines.
- **Must be able to adapt to multiple and shifting priorities, be meticulous, thorough and detail- oriented, and be able to meet deadlines and manage time effectively.**
- Team spirit, hard-work ethics, common sense, a great sense of initiative, excellent time management and organizational skills required.
- Creativity and Patience appreciated.
- Calm under stress appreciated.

The candidate must have a valid US working permit. No visa sponsoring of the position. Do not send in your application if you are not authorized to work in the US.

Salary: Based on Diploma . Bachelor is a Minium. 1 year of experience working in a fast-paced office is a plus.

Salary Range: \$36,000 Annual Gross Income to \$40,000 if the candidate holds a Master of has a Bachelor with 2 years of office experience in a fast-paced environment,

Transportation Stipend: \$100/month (not taxable)

Benefits: generous vacation and holiday package, health insurance (medical, dental, vision); 50% off classes and events for spouse and free for children; generous training opportunities paid for by AFDC; annual individual or family membership to AFDC

Start Date: August 14, 2023 preferred, but the position will remain open until filled.

How to Apply:

- Send resume in English and letter of motivation in English and in French to: director@francedc.org
- List of at least five professional references
- **Only the candidates whose application will be retained will be contacted.**
- **DO NOT CALL!**
- **We will not reply to candidates whose profile does not match the criteria or who need a visa/work permit.**