
Position: Office Support Specialist

Position Type: Non-Exempt, Full-Time

Job Summary:

The Office Support Specialist plays a vital role in ensuring the smooth operation of IDLA's office. This position includes front desk reception, multi-line phone support, printing and distribution, mail/shipping coordination, meeting and event support, and office and breakroom supply management. The role's primary focus is to provide exceptional customer service, not only to students, parents, and districts, but also to IDLA staff across departments. The ideal candidate will demonstrate professionalism, enthusiasm, and a team-oriented attitude to deliver an outstanding experience to all IDLA stakeholders.

Position Responsibilities:

- Support school district personnel and families by providing information and assistance related to student registration.
- Extend comprehensive assistance to the Finance and HR departments.
- Offer proficient administrative support to all organizational departments.
- Deliver exceptional customer support to districts, teachers, students, and parents, effectively addressing their needs and inquiries.
- Efficiently manage incoming calls, emails, and live chat inquiries, directing them to the appropriate staff.
- Execute routine office support functions, including word processing, printing, mailings, and office facilities and equipment maintenance.
- Handle all forms of communication with the utmost confidentiality and professionalism.
- Consistently maintain office functionality, encompassing the setup and cleanup of meeting spaces, kitchen areas, and shared office spaces.
- Regularly oversee office equipment, monitoring, ordering, shipping, and organizing office and break-room supplies as needed.
- Perform or coordinate office delivery and pickup services.
- Uphold a professional and positive attitude at all times.
- Showcase the ability to multitask effectively in a fast-paced work environment.
- Execute various duties and responsibilities precisely and quickly, even under time-sensitive deadlines.
- Manage multiple tasks simultaneously, handling interruptions and returning to tasks promptly.
- Execute various other related duties as assigned.

Desired Qualifications:

- 1-3 years of demonstrated experience in an office setting, showcasing exceptional customer service skills.
- 1-3 years of experience in supporting finance and human resource functions, including tasks such as data entry, tracking, and handling deposits.
- Desired: Familiarity with bookkeeping principles and practices.
- Mandatory: Proficiency with technology, a passion for education, and a proven track record of delivering excellent customer service.
- Essential: Exceptional organizational skills with a keen attention to detail.
- Communicate with clarity and impact, both verbally and in writing, ensuring effective interactions.
- Bilingual in Spanish (not required)

Essential Physical Abilities:

- Clear and effective speech and hearing or alternative communication abilities, with or without reasonable accommodation, enabling the employee to understand verbal instructions and communicate proficiently in both face-to-face and telephone interactions.
- Adequate vision or other powers of observation, with or without reasonable accommodation, allowing the employee to comprehend written work instructions, view computer screens and related information, and troubleshoot issues effectively.
- Sufficient manual dexterity, with or without reasonable accommodation, to operate standard office equipment, make adjustments to computer equipment, and drive a motor vehicle.
- Adequate personal mobility, agility, and flexibility, with or without reasonable accommodation, enabling the employee to sit or stand for extended periods. The ability to perform tasks that necessitate bending, stooping, kneeling, crouching, reaching, and working in confined spaces. The capacity to lift and/or move objects weighing up to 50 pounds and function in both classroom and office environments.

Application:

Position is open until filled. Apply online at [AppliTrack](#). The required documents are a current resume and a cover letter. Only online applications are accepted. For application process questions, email hr@idla.org.

Compensation:

- Hourly: \$19 per hour, dependent on education and experience.
- Includes health insurance, PERSI benefits, and paid leave.
- Necessary computer equipment, software, and applications.

Work Environment:

- Full-time in the office with occasional remote hours
- Employee is responsible for obtaining high-speed internet to allow them to communicate effectively.
- Participation in bi-annual in-person IDLA events is required.

Employment Policy:

- No concurrent employment during working hours without prior approval.

- Must focus solely on IDLA duties during working hours.
- Adherence to current employer policies on equipment use, work schedule, and resources.

Equal Employment Opportunity (EEO) Statement:

IDLA is an Equal Opportunity Employer, committed to providing equal employment opportunities without discrimination based on veteran status, disabilities, race, color, religion, political affiliation, sex, national origin, genetics, or other protected statuses. Reasonable accommodations are available upon request. Contact (208) 342-0207 (TTY/TTD: 711) or HR@IDLA.org for accommodations. Preference may be given to qualified veterans.

Preference for Applicants:

Candidates must reside in the Treasure Valley. This preference aligns with our commitment to fostering strong connections and minimizing travel-related challenges.

At-Will Employment:

Employment with IDLA is at-will, meaning the employer or employee can terminate the employment relationship at any time, with or without cause or notice.