

Information and Assistance Coordinator

Job Location: San Diego North County Imperial Valley Honolulu

Status: Full-Time Part-Time Hourly Non-Exempt Exempt

Salary Range: \$21-\$24/hr.

Reports To: Program Manager

Position Summary

The Information and Assistance Coordinator is a highly visible and integral role that supports the local branch by ensuring efficient administrative operations and serving as the public's first point of contact. This position provides local administrative support, adheres to our No-Wrong-Door concept by facilitating warm and accurate referrals, and enhances the organization's responsiveness to community needs. The Coordinator helps maintain the organization's professional presence and contributes to the efficiency of the branch activities.

Core Responsibilities

Organizational Support

- Serve as a knowledgeable and welcoming first point of contact for all incoming calls, walk-ins, and online inquiries.
- Provide warm handoffs and informed referrals to internal staff and community-based resources.
- Manage and update the organization's referral and resource databases.
- Coordinate logistics for meetings, including scheduling, virtual conferencing, room reservations, and interpreter requests.
- Ensure front office coverage, visitor coordination, and reception responsibilities are handled professionally and efficiently.



Information and Referral

- Conduct research on local, regional, and statewide resources relevant to people with disabilities and underrepresented groups.
- Track, follow up on, and document all referrals and outcomes in the database.
- Identify trends in referral requests to inform service planning and community engagement.

Qualifications

- High School Diploma required; Associate's Degree or certificate in office administration, nonprofit management, or related field preferred.
- Minimum of 2 years of relevant administrative experience.
- Bilingual and/or American Sign Language proficiency strongly preferred.
- Experience supporting executive leadership and/or boards of directors is a plus.

Knowledge, Skills & Abilities

- Strong interpersonal and communication skills; ability to interact with people of diverse backgrounds and abilities.
- Proven ability to manage time effectively, prioritize competing tasks, and maintain a calm demeanor under pressure.
- High proficiency in office software, virtual conferencing platforms, and document management systems.
- Familiarity with independent living philosophy and disability-related resources preferred.
- Discretion and professionalism when handling confidential or sensitive information.



Personal Characteristics

- Ethical Conduct – Upholds confidentiality and aligns behavior with organizational values.
- Relationship Building – Develops positive and cooperative relationships with staff, consumers, and community partners.
- Communication – Communicates clearly and professionally in writing, on the phone, and in person.
- Consumer Focus – Anticipates and responds to the needs of people with disabilities and others seeking support.
- Self-Awareness & Growth – Welcomes feedback and seeks opportunities for professional development.
- Teamwork – Works collaboratively to achieve goals and improve systems.
- Organization – Effectively sets priorities, manages schedules, and follows through on tasks.

Work Environment & Physical Demands

This position is based primarily in an office setting with standard business hours (Monday–Friday, 8:00 AM–5:00 PM), though occasional travel to community events may be required. Tasks involve frequent use of a computer, telephone, copier, and printer. Must be able to:

- Sit for extended periods and work at a desk or computer.
- Move around the office and interact with staff and visitors.
- Occasionally lift or move up to 10 pounds.

Access to Independence provides reasonable accommodations to qualified individuals with disabilities and encourages applicants to request accommodations as needed to perform the essential functions of the job.



Non-Discrimination Policy

Access to Independence is an Equal Opportunity Employer. All employment decisions are made without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other legally protected status. We are committed to providing an inclusive and welcoming environment for all staff, consumers, and community members.

DISCLAIMER:

This description is not intended to be all-inclusive. Duties, responsibilities, and activities may change or be assigned based on organizational needs

