

**NOTICE OF POSTING**  
**POSTING DATE:**  
**RESUMES AND LETTERS OF INTEREST REQUESTED BY:**  
**POSITION WILL REMAIN OPEN UNTIL FILLED**

**Recruitment of external applicants is underway concurrent with this posting.**  
**Resumes and letters of interest can be submitted via email to [employment@cambridgema.gov](mailto:employment@cambridgema.gov)**  
**Cambridge residents are especially encouraged to apply.**

**JOB TITLE** Bilingual Office Aide, Community Learning Center (CLC)  
**DEPARTMENT:** Department of Human Service Programs

**JOB CODE/POSITION #:** M151-701

**CIVIL SERVICE:** Non-civil service position

**HOURS OF WORK:** 37.5 hours per week; includes 2-4 evenings per week until 9:30 PM. Exact schedule to be determined in conversation with the applicant.

**UNION AFFILIATION:** None

**DUTIES AND RESPONSIBILITIES:**

The Community Learning Center (CLC) empowers a diverse community of adult learners to transform their lives and realize their potential through education, skills development, and community participation. Students are predominantly low-income Cambridge residents and come from a variety of ethnic, linguistic, and racial backgrounds; they are currently enrolled in English or Adult Basic Education classes or training.

The Bilingual Office Aide is a full-time front desk position responsible for creating a welcoming environment for our students, staff, guests, and walk-ins. The ideal candidate will possess excellent customer service and communication skills and will promote an atmosphere of acceptance, inclusion, and professionalism in a multi-cultural environment. They will welcome learning new things and will be a team player.

**Primary Responsibilities**

- Answer phones and greet all visitors to the CLC, including walk-ins and members of the community, and provide accurate referral information
- Perform a variety of office tasks from filing and preparing mailings to keeping and updating an inventory of supplies, managing pick-up and distribution of mail, and using MS Outlook to maintain calendars and room reservations
- Perform data entry tasks including entering student data for a statewide database, updating student files each semester, and issuing student IDs
- Participate in staff and department meetings and professional development activities
- Perform other tasks as assigned

**MINIMUM REQUIREMENTS:**

*As an incoming Bilingual Office Aide, you will possess many, though perhaps not all, of the following characteristics and qualifications:*

- Fluency in at least one language other than English spoken by a significant portion of CLC students, e.g., Amharic, Bengali, Haitian Creole, Portuguese, Spanish, Chinese
- Excellent customer service skills
- Strong written and oral communication skills
- Good computer skills including Microsoft Office and Excel, and familiarity with databases; training will be provided as needed
- Punctuality, accuracy, and attention to detail
- Teamwork orientation

**WORK ENVIRONMENT:**

General office and classroom environment with air conditioning and fluorescent lighting. Desk located in shared office space.

**PHYSICAL DEMANDS:**

Job requires extensive computer use. Ability to access, input, and retrieve information from a computer. Ability to answer telephones and maintain multiple files. Ability to lift and carry up to five pounds of books and papers. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**RATE:** \$18.58-\$23.55 per hour + excellent benefits

**APPLICATION PROCEDURE:** Internal applicants submit a job bidding form and **2 copies** of both your resume and letter of interest; external applicants submit both your resume and letter of interest via email to: [employment@cambridgema.gov](mailto:employment@cambridgema.gov) or to Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge MA 02139. Fax 617-349-4312. Resumes and letters of interest requested by **xx/xx/xx**. Position will remain open until filled. Resume review will start in September with interviews scheduled in October for a hiring in November of 2020.

**THE CITY OF CAMBRIDGE IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER. WOMEN, MINORITIES, VETERANS, MEMBERS OF THE LGBTQ+ COMMUNITY, AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO APPLY. CITY OF CAMBRIDGE RESIDENTS ARE ESPECIALLY ENCOURAGED TO APPLY.**