

Lackawanna Blind Association: Office Coordinator / Casework Support

Position Summary

The mission of the Lackawanna Blind Association is to enhance the quality of life for individuals who are blind or visually impaired by supporting and advocating for their unique needs and interests.

The Office Coordinator / Casework Aide provides administrative and program support to the Executive Director and agency staff. This position serves as a contact between the organization, clients, donors, community partners, and the public. The successful candidate will be organized, professional, detail-oriented, and able to manage multiple priorities while supporting the mission of the Lackawanna Blind Association.

Reports To: Executive Director

Supervises: None

Job Type: Full-time | 37.5 hours/week

FLSA Status: Hourly, Non-exempt

Essential Duties and Responsibilities

Administrative Support

- Provide administrative support to the Executive Director and agency programs.
- Coordinate schedules, meetings, client appointments, and agency events.
- Prepare, proofread, and distribute correspondence, reports, and meeting materials.
- Track action items, invoices, and assist with project follow-up.

Program and Casework Support

- Assist with client records, program documentation, and data collection.
- Assist with administrative and casework-related tasks; including but not limited to support services, assistive technology, and client transportation.
- Help ensure timely completion of required reports and paperwork.

Meeting and Event Coordination

- Assist with meeting logistics, agenda preparation, and minute-taking.
- Track follow-up assignments and accountability items.
- Support agency events, community outreach efforts, and donor activities.

Records and Compliance

- Maintain accurate, organized, and confidential records.
 - Assist with document retrieval and recordkeeping.
 - Prepare donor acknowledgment letters and other agency correspondence as needed.
-

Additional Responsibilities

- Answer phones and greet visitors in a professional manner.
 - Communicate accurate information regarding agency programs and services.
 - Assist with daily office operations and special projects.
 - Work independently and collaboratively as part of a team.
 - Perform other duties as assigned.
-

Required Qualifications

- Commitment to the mission and values of the Lackawanna Blind Association.

- Associate degree in Business Administration, Human Services, Social Services, or a related field; equivalent experience may be considered.
 - Two (2) years of administrative experience preferred.
 - Strong organizational, communication, and time-management skills.
 - Ability to manage multiple priorities and maintain confidentiality.
 - Knowledgeable in Microsoft Office (Word, Excel, PowerPoint) and Canva.
 - Experience with CRM systems and QuickBooks is a plus.
 - Ability to work occasional flexible hours for special events.
 - Ability to perform the physical demands of the position, including prolonged sitting and computer work, frequent standing, bending, stretching, reaching, and occasional lifting of up to 15 pounds, with or without reasonable accommodation.
 - Valid driver's license and reliable transportation.
 - Ability to obtain required background clearances.
 - Full-Time, 12-Month Position; Monday – Friday (8:00AM – 4:00PM)
 - Bilingual a plus
-

Compensation and Benefits

Starting Rate: \$17.50 per hour

Benefits Include:

- Fully paid premium health insurance plan
 - 401(k) with 10% employer match after one year
 - Paid Personal Time
 - 11 Paid Holidays
 - Paid Training and Professional Development Opportunities
-

Why Join Our Team?

Join a mission-driven organization dedicated to improving the lives of individuals who are blind or visually impaired. We offer meaningful work, a supportive team environment, and opportunities for professional growth while making a lasting impact in our community.

The Lackawanna Blind Association is an Equal Opportunity Employer and is committed to fostering a diverse, inclusive, and respectful workplace.

Resumes with cover letter can also be forwarded to maryann@lackawannablind.org