



309 Hickory Street, Suite 5 // Fort Collins, CO 80524 // 970-221-1615 // www.TheFamilyCenterFC.org

Position Description – Bilingual Administrative Assistant **Part Time, partially remote, to become Full Time, in office; Non-Exempt, Hourly**

Description:

This position is the first point-of-contact with the public, requiring an individual who is courteous, helpful, knowledgeable, and respects confidentiality. The Administrative Assistant will listen to and assess the needs of callers and guests, directing them to the most appropriate staff member, providing direct assistance, or referrals as appropriate. As Administrative Assistant, this person initiates and processes assigned tasks necessary for the implementation of service delivery, accountability, and daily operations. This position will need to communicate effectively with community, staff and the board of directors.

Supervisor: Operations Director

Classification: Part Time, partially remote, to become Full Time, in office; Non-Exempt, Hourly (Starting \$14.50-\$15.50/hr)

ESSENTIAL JOB RESPONSIBILITIES:

Establish and maintain a welcoming environment

- Warmly greet guests, volunteers, and clients, guiding them through appropriate sign-in
- Always maintain confidentiality
- Maintain a clean and organized reception area; frequently assessing the availability, presentation and appropriateness of community flyers, program information and bulletin boards
- Maintain a clean, safe, and organized workspace, including outside entrances
- Answer phones promptly, directing calls or taking messages accurately and appropriately

General Agency Administrative Support

- Maintain center calendar(s), schedule events and meetings as assigned
- Make copies, fax, scan, send emails, and file paperwork as directed
- Process incoming and outgoing mail and deliveries each day
- Manage the main line voicemail and updating voicemail messaging for staffing changes and closures
- Maintain an up to date staff phone and email list
- Support maintaining supply inventory and order office and cleaning supplies as needed
- Process and track maintenance and additional cleaning requests to ensure prompt completion
- Assist with gathering bids for services as necessary
- Prepare payment requests and deposits with overview from Executive Director
- Assist in creating, updating and maintaining documents
- Translate (English/Spanish) program and office flyers, letters and other documents as requested
- Attend occasional after-hours meetings as assigned e.g. board meetings, staff meetings, agency events etc.
- Prepare for meetings and events as requested, including, but not limited to; room scheduling and set-up, calendar invites, food provisions, and equipment set-up as needed
- Upload/save meeting minutes into a shared file as assigned
- Coordinate conference attendance and travel arrangements as requested Assist with creating and distributing staff and community newsletters



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General Agency Administrative Support (Continued)

- Assist with creating and distributing staff and community newsletters
- Assist with Facebook posts and basic website edits
- Assist with creation of internal and external surveys via Survey Monkey, Jot Form, and others

TFC/LF Program Information and Support

- Share information about available TFC/LF classes, programs, and services; when appropriate enroll families for such classes, programs, and services; or place them on appropriate wait lists
- Assist families with advocacy closet and similar resources according to policies and procedures
- Distribute Energy Outreach Colorado (EOC) funding according to guidelines
- Process family intake forms and triage as appropriate to the correct program/service
- Post flyers and notices for TFC/LF and community programs in a timely manner
- Be knowledgeable about and make appropriate referrals to internal TFC/LF programs
- Understand, communicate about, and make appropriate referrals to community resources
- Assist with phone calls and face to face conversations to Spanish speaking clients and program staff as needed
- Utilize the Unite referral platform

Assist with other assigned duties and tasks as deemed necessary and relevant to the position.

QUALIFICATIONS AND SKILLS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Also must pass a state and federal background check.

General Skills

- Knowledge and commitment to the mission, vision, and values of The Family Center/La Familia and demonstrates behaviors that are consistent with our values
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision
- Ability to establish and maintain effective working relationships with various internal and external stakeholders
- Ability to work with a diverse team of staff
- Organized and able to multi-task
- Be flexible and open to change and unexpected circumstances as they arise

Experience

- Understanding of racism, oppression, liberation and commitment to ongoing learning about their dynamics in working with families, particularly families of color
- Knowledge an understanding of needs among the Spanish-speaking and Latinx community, particularly among families with children 0-5
- Experience scheduling meetings via Zoom, Microsoft Teams, and Outlook calendars
- Data entry and tracking



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Education

- High School Diploma or GED

Language Ability

- Ability to read, analyze, and interpret business documents, and technical procedures
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions.
- Written and spoken bilingual fluency in English/Spanish, native Spanish speaker preferred

Computer Skills

- To perform this job successfully, an individual should have strong knowledge of Word Processing software; Spreadsheet software; Internet software; including but not limited to; Word, Excel, Outlook, PowerPoint, Mail Merges, and database management

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk and hear.

May 2021 CD

To apply please submit a cover letter and resume outlining your experience and interest to employment@thefamilycenterfc.org. Application materials will be accepted until the position is filled.