



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

Position Description – Bilingual Programs Assistant Full Time, Non-Exempt, Hourly

About The Family Center/La Familia

Since 1995, TFC/LF has served as Larimer County's only early childhood and family resource centers. Now one of 32 family resource centers in the state, TFC/LF provides high quality early childhood education (ECE) to more than 75 children whose parents work and attend school, extensive crisis and family strengthening services as well as leadership and policy opportunities to more than 400 families annually. With more than 50% of the staff at TFC/LF being bilingual, TFC/LF is a trusted and safe place for Latinx families and is looked to by the Fort Collins and surrounding community as a leader in racial equity work.

The Family Center/La Familia is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, sexual orientation, gender identity, ancestry, color, religion, national origin, disability, military status, genetic information, or any other status protected by applicable state or local law.

Mission, Vision, and Values

Working alongside diverse families we provide high quality childcare and supportive services, with an emphasis on cultural attunement with the Latinx community. This work is done with an explicit vision of creating a community in which all families are safe, supported, and thriving. Our six core values are; **Trust** - Inspiring confidence and mutual respect creates a foundation for reliable support and good stewardship. **Compassion** - Every person has inherent dignity and is worthy of respect and empathy. **Diversity** – Non dominant cultures, identities, perspectives, and experiences are celebrated, embraced, and inform direction. **Equity** - The structural, cultural, and relational inequities experienced by oppressed groups must be courageously recognized and dismantled. **Inclusion** - All people feel welcome, valued, and empowered to contribute to, and participate in, community. **Love** - Loving, healthy relationships are critical for children in the first five years of life and benefit the child, the family, and the entire community.

Position 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 the Bilingual Programs 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: Full Time, 32-40 hours depending on the week, Non-Exempt, Hourly

Starting Wage: \$16.00-\$17.00 per hour



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ESSENTIAL JOB RESPONSIBILITIES:

Establish and maintain a welcoming environment

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

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 internal intake policies and procedures
- Distribute Energy Outreach Colorado (EOC) funding according to guidelines
- Understand, communicate about, and make appropriate referrals to community resources and internal TFC/LF programs.
- Assist with phone calls and face to face conversations to Spanish speaking clients and program staff as needed

General Agency Administrative Support

- Maintain the center's documents, calendar(s), updated and 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 and Board 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
- Translate (English/Spanish) program and office flyers, letters and other documents as requested
- Attend occasional after-hours meetings as assigned e.g. 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
- Coordinate conference attendance and travel arrangements as requested
- Assist with creation of internal and external surveys via Survey Monkey, Jot Form, and others

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



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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 and 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

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.



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EMPLOYEE BENEFITS:

- Paid sick time to begin accrual immediately upon hire
- Paid vacation time to begin accrual the start of the payroll period after 60 days full time employment
- Health insurance, partially employer covered, beginning the first of the month following 60 days full time employment
- Vision, and dental insurance, at the employee's expense, beginning the first of the month following 60 days full time employment
- Paid holidays, including the week between Christmas and New Year's
- Supplemental and disability insurance available
- Retirement plan contributions available

January 2022

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