

Position Title: Front Office Assistant
Department: Administration
Reports To: Director of Human Resources & Administration
FLSA/Status: Non-Exempt/ Full time
Job Grade: 1
Hiring Range: \$18.0 to \$19.5 per hour (\$37,440- \$40,560 per year)
Revised: August 2022

WHO WE ARE

Mi Casa Resource Center (MCRC) is committed to creating pathways to opportunity for low-income and underserved individuals. In 1976, seven mothers and one father living in West Denver founded what would become Mi Casa Resource Center. MCRC has grown to deliver programs that advance economic self-sufficiency for the entire family. As one of Denver's largest and longest-standing Latino-led and serving organizations, we have earned community trust by providing culturally competent services grounded in community need.

Our Business and Career Pathways programs support economic growth. Career Pathways trains, supports, and connects low-income jobseekers to high-demand careers that meet their personal and professional needs. Business Pathways combines trainings, consulting, and wraparound services for underserved business owners and entrepreneurs at every stage. With MCRC's support, participants gain the education and skills needed to generate income, move up career ladders, and build wealth through business ownership.

WHY WORK AT MI CASA

- Be part of an organization and team culture that values employee input, makes data informed decisions, cares about the community, and has fun while doing it.
- Paid time off! MCRC offers three weeks of vacation time per year (accrued), two personal days, health days and 15 paid holidays including our year end closure from Christmas Eve to New Year's Day.
- Amazing benefits such as major medical insurance, dental and vision insurance, employer paid short term and long-term disability plans and a 403(b)-matching program. We pay 100% of medical premiums for employee coverage.
- A stipend for professional development and a team that will support your growth.
- Opportunities to participate in committees such as workplace culture and safety.

POSITION SUMMARY

Mi Casa Resource Center (MCRC) is seeking a bilingual individual with excellent customer service skills, professional and friendly demeanor, and a passion for assisting underserved populations to join us as Front Office Assistant.

The Front Office Assistant is the face of Mi Casa Resource Center and welcomes, greets and assists guests, participants, and callers to MCRC. This position provides basic information regarding our programs to participants and guests and supports recruiting into our partner programming. This role is responsible for maintaining a safe and secure facility for staff, participants, and guests of the organization. In addition, this role also performs a variety of office support functions including administrative support to the finance team.

KEY RESPONSIBILITIES

Leadership

- Provides technical supervision to volunteers at front desk

Operations Tasks

- Provides excellent customer service by welcoming guests, participants, potential participants and greeting callers.

Mission: We create pathways to opportunity.

Vision: We envision a community where all people have the power to achieve their economic goals and realize their dreams.

- Provides information on programs or services to participants and guests by phone, email and in person direct them to the appropriate classrooms or staff.
- Maintains a safe and secure facility by ensuring that participants and guests follow check in procedures.
- Maintains the welcome area with coffee, water & supplies, and MCRC information in public areas.
- Maintains knowledge of Mi Casa services, activities and events including schedules and signage.
- Maintains knowledge of community resources.
- Orders and receives facility & program supplies for staff in accordance with the purchasing protocol.
- Sends, receives, processes and distributes mail per procedures.
- Assists with recruiting participants into partner programming including ESL, Legal Clinic and Digital Literacy.
- Supports the accounting staff with various accounting related tasks such as copier, postage tracking, and check/cash processing.
- Supports program staff in the distribution of support services as needed.
- Serves as a backup to the office coordinator on facility issues, as needed.
- May supports program staff with various tasks.

Fundraising & Grants Management

- Welcomes/greets/hosts donors or potential donors.
- Provides administrative support for Mi Casa fundraising events.
- Participates in fundraising events and workplace campaigns.

Other

- Performs related duties as assigned.

QUALIFICATIONS

- High School Diploma / GED.
- Bi-lingual (English/Spanish) is required.
- 1-2 years of customer service/ front office experience.
- Background check is required.

KEY COMPETENCIES

- Excellent customer services skills and positive, professional, and friendly demeanor.
- Intermediate computer skills including word and Excel.
- Excellent communication skills, including ability to listen respectfully to different perspectives.
- High level of organization and attention to detail
- Ability to multi-task & prioritize and handle multiple demands in a calm and efficient manner.

We know that women and people of color are often less likely to apply to a position if they don't match 100% of the job qualifications. Don't let that be the reason you miss out on this opportunity! We encourage you to apply even if you don't think you're the perfect candidate.

Mi Casa Resource Center is an equal opportunity employer.

Interested individuals should email a cover letter and resume to jobs@MiCasaResourceCenter.org by November 11, 2022. Interviews may occur as qualified candidates apply.