



Position Title: Receptionist/Office Assistant
Department: Administration
Reports To: Vice President of Finance & Administration
FLSA/Status: Non-Exempt/ Full time
Hiring Range: \$28,027 - \$32,973
Job Family: Support Staff I
Revised: March 2017

WHO WE ARE

Mi Casa Resource Center is committed to advancing the economic success of families with limited opportunities through a holistic, individualized, and integrated model for service delivery. For over 40 years, we have provided award-winning workforce, small business, and youth development programs throughout Metro Denver. We partner with some of the area's most respected organizations to provide a mix of economic and educational advancement services to assist families on their path to economic success.

POSITION SUMMARY

The Receptionist/ Office Assistant welcomes, greets and assists guests, participants and callers to Mi Casa. They are the point of contact for all tenants, other individuals and groups renting current Mi Casa facilities. The position performs a variety of office support functions and is the point of contact for office equipment, telephones, and maintaining the facility. This role also includes administrative support to the accounting department by assisting with a variety of administrative tasks.

KEY RESPONSIBILITIES

Leadership

- Technical supervision of volunteers at front desk or facility maintenance
- Operational coordination of the Facility Caretaker

Operations Tasks

- Welcome/greet guests, participants, potential participants and callers, provide information on programs or services / direct them to classrooms or staff as necessary.
- Maintain the welcome area with coffee, water & supplies, and Mi Casa information in public areas.
- Maintain knowledge of Mi Casa services, facilities, activities, and events including schedules and signage.
- Maintain knowledge of community resources, including a physical book of resources to assist guests or callers with referral information/sources for services we do not provide
- Serve as the point of contact for rental of rooms and perform all rental related tasks until June 2017
- Serve as the point of contact for office equipment, facility repair and maintenance operations.
- Maintain inventory of commonly used office and facility supplies, order and receive supplies for staff members.
- Support the accounting staff with various accounting related tasks such as copier, postage tracking, check/cash processing
- Serve as a lead in our purchasing protocol
- Receive, process and distribute mail per procedures

Mi Casa's Mission: To advance the economic success of families with limited resources, as an organization grounded in our Latino heritage

Mi Casa's Core Values: Community, Integrity, Innovation, Expanding Opportunities, Connection



- Maintain and monitor usage of Mi Casa vehicle
- Administer parking protocol and enforcement
- Maintain a safe and secure facility including leading facility safety initiatives
- Coordinate the cleaning crew services
- Support other administrative staff by providing information and assisting with various tasks

Fundraising & Grants Management

- Welcome/greet donors or potential donors
- Provide administrative support for Mi Casa fundraising events
- Participate in fundraising events and workplace campaigns
- Be prepared to talk about Mi Casa and our programs at all times

QUALIFICATIONS

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

KEY COMPETENCIES

- Customer service and positive, friendly demeanor
- Intermediate computer skills including word and Excel
- Excellent communication skills, relationship skills and ability to work in a team
- High level of organization and attention to detail
- Ability to multi-task, handle multiple demands, prioritize
- Problem solving

Mi Casa is an equal opportunity employer.

Interested persons should submit a cover letter and resume to jobs@MiCasaResourceCenter.org by April 3, 2017. Interviews may occur as qualified candidates apply.

Mi Casa's Mission: To advance the economic success of families with limited resources, as an organization grounded in our Latino heritage

Mi Casa's Core Values: Community, Integrity, Innovation, Expanding Opportunities, Connection