



TACOMA
COMMUNITYHOUSE
EDUCATION EMPLOYMENT IMMIGRATION ADVOCACY
SINCE 1910

POSITION TITLE:	Bilingual Administrative Lead (Spanish/English)	REPORTS TO:	HR & Operations Manager
EMPLOYMENT TYPE:	Regular, Non-Exempt	SALARY RANGE:	\$41,260 - \$43,550 +2% for multilingual skills
SCHEDULE:	Mon-Fri, 8a – 5p	PRIORITY CONSIDERATION BY:	9/19/2022

JOB SUMMARY:

This is a professional customer service position that provides direct service to clients, students, donors and the general public as they enter Tacoma Community House. As the first person TCH clients meet, this position is key to setting an inclusive atmosphere and welcoming culture for all clients and visitors. The Bilingual Administrative Lead oversees front desk staff and assignments and coordinates agency wide operations needs.

Individuals with personal, shared, or lived experience as an immigrant, refugee, or a young adult experiencing homelessness are strongly encouraged to apply.

NOTE: This position requires working onsite and includes in-person contact with staff and clients while observing social distancing and other COVID-19 safety protocols.

APPLICATION PROCESS

Please e-mail a Cover Letter that *specifically addresses how your background makes you the best fit* for this position, your Resume, and three (3) Professional References to Jobs@TacomaCommunityHouse.org.

KEY RESPONSIBILITIES:

Lead –

- Supervise and mentor interns and volunteers, providing feedback and direction, setting structure and expectations, and making recommendations relating to performance
- Develop and implement policies, procedures, and systems which guide reception services, and train staff and interns on those systems
- Coordinate building facilities and property maintenance needs, including communications and contracts with third-party vendors
- Coordinate the schedule and procedures regarding the use of the building for agency events and events led by outside organizations, including the administration of rental contracts and payments

Administrative Assistant –

- Provide front line reception to clients and connect visitors and callers to appropriate staff members
- Interact with clients and visitors via multiple mediums, including in-person, through a multi-line phone system, messenger and/or chat apps, and e-mail
- Pickup, sort, and distribute incoming mail and process outgoing mail
- Open and/or close the building

- Maintain the organization and cleanliness of front desk, storage areas, and lobby
- Schedule appointments and coordinate logistics for agency visitors
- Coordinate weekly calendars for communal conference rooms
- Process supply orders for the agency and administrative department, including monthly expense reports
- Other duties as assigned

REQUIREMENTS

Personal –

- Demonstrated ability to establish rapport with diverse groups of people across the community, including with staff, participants, donors, board members, trustees, volunteers and others
- Deep respect and compassion for underserved communities
- Commitment to inclusivity and equity, as a goal and an approach
- High degree of emotional maturity and cultural competence, particularly as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- Willingness to admit mistakes and learn new things

Experience & Skills –

- Bilingual English/Spanish, with proven ability to communicate fluently both verbally and in written form in both languages
- Experience providing administrative support in a busy, professional environment
- Ability to multitask in a fast-paced environment
- Ability to function flexibly in a setting with consistent interruptions and distractions
- Ability to work independently in a collaborative team environment
- Ability to organize and prioritize multiple projects and meet deadlines
- Ability to respond quickly to critical situations and make sound decisions
- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively
- Highly proficient computer skills, including data entry and word processing
- Comprehensive proficiency in Microsoft Suites

Other –

- Ability to reliably work a consistent, on-site schedule
- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- Experience working in a lead or supervisory capacity
- Experience working in a culturally diverse environment with people from a variety of cultural, educational, and economic backgrounds
- Knowledge of Pierce County resources for low-income populations
- Knowledge and understanding of Pierce County's immigrant and refugee population
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals
- High School diploma or equivalent

- CPR/first aid training

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building and grounds
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy
- Pull garbage cans to the curb

While performing the duties of this job, the employee may *occasionally* be required to:

- Transport up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders
- Pick-up debris from the grounds (with gloves and tools available)

This position works indoors, primarily in a lobby setting, typically with low levels of noise but occasionally with higher noise levels. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

WHY WORK AT TACOMA COMMUNITY HOUSE?

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 30% of your salary.

Insurance – We offer a comprehensive health care benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the Agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

We Are a Welcoming Workplace

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects to each other in our dedication to equity and social justice.

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law. Applicants in need of accommodations are encouraged to call (253) 383-3951.