



# Bilingual Administrative Coordinator

## Job Description

### About North Marin Community Services

North Marin Community Services (NMCS) is the anchor human service non-profit serving Novato/North Marin for the past 51 years. Our mission is to empower youth, adults, and families in our diverse community to achieve well-being, growth, and success; we envision a strong community with opportunities for all. A trusted community resource, our quality programs are grounded in stability, expertise, and commitment to effectively address the changing needs of our community. Recognized for our leadership and program excellence, we provide vital resources, educational opportunities, and economic support to individuals and families in our community. Whether in the form of short-term assistance or long-term intensive partnership, our interconnected services work together to encourage success at home, at school, and in life to over 10,000 people annually. Join an organization dedicated to providing a supportive and professional working environment. Located in beautiful Novato/Marin County/CA, our workplace culture is driven by our five values: teamwork and collaboration, equity, excellence, integrity, and learning and continuous improvement.

### Most Recent Update: Job Title:

1/11/2024

Bilingual Administrative Coordinator

### Status:

Full-time, hourly non-exempt (40 hours per week). Schedule is Monday-Friday from 8 a.m. – 5 p.m.

### Reports to:

Director of Operations

### Purpose:

This position serves as an ambassador for the organization and is responsible for coordinating the administrative functions at 680 Wilson Ave. This includes cultivating relationships with Child Development families and other NMCS participants, interpretation and translation for Spanish-speaking families, health and safety awareness, facility rentals, donation processing and other functions requested by management.

### Essential Functions:

- Serve as the front desk ambassador at 680 Wilson Ave Center to greet and cultivate relationships with families, participants, volunteers, contributors, community partners, and vendors in a customer-service friendly way whether individuals are coming to us in person or over the phone.
- Perform administrative duties including ordering supplies for the organization, including the organization and stocking of shared supplies in the Front Office; setting up and maintaining electronic files and record systems; sorting mail and maintaining employee mailboxes; photocopying; operating telephone main terminal; maintaining logs for visitors, vendors, and deliveries received.
- Daily monitoring and response for all emails sent to [info@northmarincs.org](mailto:info@northmarincs.org).
- Conduct finance support functions including the preparation of daily deposits for the Finance Office; processing counseling billing on a weekly basis; childcare billing on a monthly basis; receipting payments; processing credit card payments, and other duties as assigned.
- Receive approved, in-kind donations in an efficient manner, recording donations with donor information as requested by Development staff.
- Responsible for building room reservations at 680 Wilson Ave and scheduling support for activities that require set up and take down.
- Support HR duties as requested, including monthly Board meeting and special event support with a flex work schedule, staff communications such as monthly birthday notices, and other duties as directed.
- Serve as point of contact for building rentals, receiving applications for Director of Operations approval, ensuring all forms have been submitted, reserving space in the building calendar and scheduling a building custodian.
- Serve as office equipment lead, providing support to staff and coordinating repairs and service with vendors as needed for equipment including copiers, postage meter, etc.
- Follow health and safety regulations and comply with organization's policies and procedures.
- Support interpretation and translation of materials for Child Development Spanish-speaking families and other programs as requested.

North Marin Community Services

For more information about our agency or our programs, visit [www.northmarincs.org](http://www.northmarincs.org)

- Ensure the front lobby and entry area is inviting, clean and professional and in alignment with NMCS values.
- Cross-train with Administrative and Food Pantry Coordinator at 1907 Novato Blvd., serve as administrative alternate at the Front Desk, and provide support logging Case Management voice mails as requested.
- Support the Child Development food program. Become ServSafe-certified to assist in the kitchen as necessary, including procurement of weekly supplies. Accurate data entry to record meal delivery on a weekly basis.
- Support Child Development Program with sign-in and sign-out processes including verifying that youth have been signed out by the appropriate parties before leaving the facility. Greet visitors and participants from all programs.
- Serve as primary point of contact for registration and payment for Indoor Soccer programs.
- Other duties as assigned
- Maintain current CPR and First Aid Certification (willing to send to training).
- Job may include walking up and down stairs, standing, lifting and moving small items of up to 25 lbs.

**Qualifications:**

Required Qualifications:

- Fluent in English and Spanish, both verbal and written. Effective and clear verbal and written communication.
- One year of experience in an administrative role, including using a multi-line phone console. Knowledge of general office procedures.
- Be committed to providing excellent customer service and enthusiastic about creating and maintaining a welcoming atmosphere
- Strong organization skills.
- Experience coordinating projects or small services/programs.
- Ability to prioritize and multi-task multiple, competing tasks in a busy environment.
- Able to work well with people, establish cooperative working relationships with staff, volunteers, donors, participants, and other visitors at all levels within and outside the organization.
- Ability to exercise good judgment and discretion.
- Able to work independently as well as part of a team.
- Intermediate in Microsoft Word, Excel and Outlook
- Maintain current ServSafe, CPR and First Aid Certification (willing to send to training).

Preferred Qualifications:

- Bicultural
- Experience working with children.
- Experience working in a diverse, human service environment.

Conditions of Hire:

- Fully vaccinated against COVID-19 unless granted a medical or religious exemption.
- Pre-employment health exam including proof of vaccinations and TB test clearance.
- Criminal record clearance or exemption from California Department of Social Services. All convictions other than minor traffic violations require an exemption, including convictions that have been expunged.

**To Apply:**

Please visit <https://www.northmarincs.org/careers-internships/>