



Mano a Mano
Family Resource Center

Job Title: Clerk-Receptionist
Reports to: Office Manager
Employment Status: Part time (variable)
FLSA Status: non-exempt
Salary: Negotiable depending on experience

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant and underserved families of Lake County, Illinois to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park, Mano a Mano serves approximately 4,000 immigrants annually from across Lake County and surrounding areas. Mano a Mano is recognized by the Board of Immigration Appeals (BIA) to practice immigration law before the Department of Homeland Security through accredited staff members.

Summary:

Assists clients and other staff members with clerical work, answering phones and other related duties.

Essential duties and responsibilities: (Include the following; other duties may be assigned.)

- Assist all staff members with clerical work
- Direct visitors by maintaining employee and department directories; giving instructions
- Maintains security of the building by following established procedures
- Answer phones in English and Spanish, take phone messages and transfer phone calls
- Work on computer data entry
- Appropriately handle office equipment including computers, fax, typewriter, postage machine, copy machine, and other equipment
- Keep files and records organized
- Provide information about the organization and its programs
- Maintain current information on bulletin board
- Maintain office records
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs
- Keeps track of inventory requests for all employees and forwards request to office manager
- Assist and support with organization's events
- **Able to travel to Eastern Lake County Location to cover reception as needed (Requirement)**
- Assist all programs with administrative needs
- Flexible Schedule to cover both morning and evening shifts/weekends as needed

Qualifications and skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The individual must be bilingual (English and Spanish), must have excellent people and computer skills, be able to understand immigrant issues, demonstrate ability to communicate effectively in both English and

Spanish, have strong problem solving skills, a good attitude and excellent office skills. Must have some knowledge about public benefits example: Medicaid, SNAP.

Education:

High school diploma, office training, computer experience, and experience in clerical work (or an equivalent combination of all of the above).

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. While performing the duties of this job, the employee is regularly required to operate normal office equipment and use a computer for extended periods of time.

To apply submit your cover letter and resume to Yesenia Silva, Office Manager at ysilva@mamfrc.org.