



Mano a Mano
Family Resource Center

Job Title: Clerk-Receptionist

Reports to: Assistant to Director of Operations and HR

Employment Status: Part time (Mid-Shift 11am-3pm)

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 Carla Rosales, Director of Operations
crosales@mamfrc.org