

**Job Title:** North Chicago Office Coordinator  
**Reports to:** Office Manager  
**Employment Status:** Full Time  
**Location:** North Chicago  
**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.

## **POSITION SUMMARY**

The Office Coordinator assists clients and other staff members with clerical work, answering phones and other related duties. He/she coordinates administrative services in the agency's North Chicago office ensuring the effective management of services and work, facilities use, and customer service. He/she works closely with and reports to administrative management, located at the Round Lake Park headquarters. The Office Coordinator communicates clearly and in a friendly way in both English and Spanish with community members, agency staff, and partners.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:** (other duties may be assigned)

- Assist all staff members with clerical work such as scheduling appointments, giving referrals to external organizations, provide assistant to instructors.
- Assist in outreach events as required
- Guides community members and other visitors in communicating and/or meeting with staff members in person and by phone;
- Maintains security of the building by following established procedures and maintains a safe workplace during hazardous conditions;
- Manages logistics of space, including the management of furniture and space set up, as well as managing the reservation of shared space with agency employees and with other organizations who use the space;
- Maintains a close relationship with outside organizations for continued relationship;
- Ensures a clean, comfortable, and welcoming reception area and other community areas;

- Answers phones and receives visitors in English and Spanish, taking phone and in-person messages and transfers phone calls to the requisite staff members;
- Enters and manages data in agency databases as assigned;
- Oversees and uses office equipment including computers, fax, postage machine, copy machine, and other equipment;
- Supports purchasing and management of agency office inventory;
- Serves as the point of contact for North Chicago-based employees to schedule IT maintenance as needed;
- Provides information about the organization and its programs to the public accurately and efficiently;
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs;
- Monitors appointments for North Chicago-based staff and sends daily or weekly reports as deemed necessary, request additional appointments if needed;  
Maintain database for all leases to inform Office Manager of any upcoming changes, when a lease is close to expiring initiate process to change vendor or update lease
- Supports Agency's translation and interpretation services on an as needed basis, including the proofreading of all translations and make minor edits; and
- Manages printing and mailing on an as needed basis in support of other staff

**Qualifications and skills:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The individual must be fully bilingual (English and Spanish), must have excellent people and computer skills, must have excellent leadership skills, must be able to understand immigrant issues, demonstrate ability to communicate effectively in both English and Spanish, this will be a position in which most of the time the qualified individual will be working on their own without supervision, have strong problem solving skills, a good attitude and excellent office skills.

**Required Education and Professional Experience:**

All applicants must have minimum of a High school diploma, computer experience (Email, Word, and Excel knowledge), and experience in clerical work (or an equivalent combination of all of the above). He/she must be able to manage basic office equipment including computers, phones, fax machines, printers, etc.

**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.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability.

Mano a Mano, Family Resource Center has an affirmative policy to maintain the workplace free of sexual harassment and intimidation.

To apply submit your cover letter and resume to Carla Rosales, Director of Operations at [crosales@mamfrc.org](mailto:crosales@mamfrc.org).