IMMEDIATE OPENING
Resource Navigator/Administrative Coordinator - Bilingual

Monument Impact seeks a highly organized and experienced bilingual (English/Spanish) resource Navigator/Administrative Coordinator to serve as the point of contact for our community members, oversee our office procedures, and provide support to the Executive Director.

About Monument Impact
Since 2001, Monument Impact has worked with the Monument community of Concord, which is largely comprised of low-income immigrant families and people of color. The Monument Corridor makes up a small portion of the City of Concord, and yet contains more than 40,000 people-- approximately 1/3 of the City’s population. The area is more than half Latino and about 50% of residents speak a language other than English at home.

We envision a strong connected community that determines its own future, is rooted in relationships and equity, where the well-being of all is cherished. The mission of Monument Impact is to ensure that immigrants, refugees and low-income residents in Concord and surrounding communities have the voice, tools and relationships for an equitable share of the social and economic wealth in our region.

All positions at Monument Impact require individuals who are committed to being involved in the community and to helping carry out this vision and mission.

This is an important time to join the Monument Impact team and make a difference in our community. The Monument Corridor and greater Concord are changing rapidly. Rising rents and the current political climate towards immigrants are creating tremendous stress for our community. Monument Impact, in coalition with other local organizations, is increasing our push to build economic and community power to ensure that Concord is an equitable community for all.

Overview
We are looking for a Resource Navigator/Administrative Coordinator to join our team. As the first point of contact for many Monument Impact community members either by phone or walk-in, the Navigator is a warm and welcoming face to all who come in for information and services. S/he will be knowledgeable about Monument Impact, its programs, and other community resources in order to handle inquiries and make referrals via phone or in person. S/he manages data and monthly reports for Monument Impact’s Shuttle program and for resource and referrals and provides general administrative and program support. The Navigator reports to the Workforce Development Manager, but also works closely with other managers.

Responsibilities include assisting community members in accessing resources; completing immigration and/or work applications; making resource referrals; and informing walk-ins about our different programs. Additionally, this position oversees office operations, screens phone calls, ensures daily operations run smoothly, and supports the Workforce Manager, Executive Director, and other staff as needed. To be successful in this role, you are a quick learner with the ability to speak with ease and knowledge about all of our programs. Candidates should have excellent organization skills along with the ability to prioritize tasks and meet deadlines.
Key areas of responsibility include:

**RESOURCE NAVIGATION:**
- Greet clients and visitors entering organization and assess their needs; answer and direct phone calls
- Refer clients to appropriate programs and resources and be well-informed about other community resources, social services, health care, immigration, housing, and other programs in Concord and Contra Costa County
- Track the number of walk-ins and phone calls, and referral information
- Reach out to partners to obtain current information on services
- Maintain, update and organize resource areas at both sites
- Prepare event outreach materials when needed and attend resources fairs in representation of Monument Impact
- Assist with translating and basic paperwork for clients when appropriate
- Assist Community Engagement Coordinator in taking reservations for Day Laborers, as needed

**ADMINISTRATION:**
- Record client intake forms onto Salesforce
- Manage inventory of general office supplies and materials; purchase supplies and materials as needed
- Collect, enter, and submit data report of Monument Community Shuttle
- Conduct Monument Community Shuttle Surveys
- Develop and maintain an updated meeting room calendar for both sites; help with coordination of meetings and events as needed

**GENERAL SUPPORT:**
- Maintain reception, meeting and kitchen areas at both sites
- Provide clerical support, including filing, copying and mailing
- Receive and sort mail and deliveries; follow procedures for recording and copying incoming receivables
- Perform additional job-related duties as assigned

**QUALIFICATIONS:**
- High school diploma required; College degree (AA or BA) is ideal
- Bilingual (English/Spanish) required
- Friendly and outgoing personality with strong interpersonal and communication skills and the ability to work effectively with a diverse community
- Excellent verbal and written communication skills (English/Spanish)
- Highly proficient in Microsoft Office, including Word, Excel, Outlook, and PowerPoint, and database experience for tracking information (i.e., Salesforce) is ideal
- Basic math skills
- Proven work experience in office management
- Solid time-management abilities with the ability to prioritize tasks
• Highly organized and detail-oriented, with a strong capability to multitask and finish assigned projects before deadlines are due
• Effective problem-solver
• Ability to work with minimal supervision; self-motivated and effective working as part of a team as well as independently

Compensation and Benefits
Compensation is commensurate with experience. This is a full-time, non-exempt position. MI offers an excellent benefit package including medical and dental insurance, paid vacation, holidays and sick time

Application Process
Qualified applicants should submit a resume, cover letter and three references to info@monumentimpact.org with the Subject Line: Resource Navigator.

Application Deadline: March 1, 2020. This position is open until filled.

Monument Impact is an Equal Opportunity Employer