



BILINGUAL OFFICE COORDINATOR

Parenting Journey's mission is to create safer, more resilient families by supporting them in developing the inner strengths, life skills, and networks of resources they need to succeed.

ABOUT THE ORGANIZATION

Since its founding in 1982, The Parenting Journey (formerly The Family Center), a nonprofit family services organization, has worked directly with nearly 15,000 parents, creating promising, healthy and safe futures for more than 35,000 children. While many parenting programs focus on child development and disciplinary techniques, the *Parenting Journey* helps parents become more aware about how they were parented, and how they are raising their own children. The *Parenting Journey* program plays an integral role in identifying and breaking negative patterns of parenting practices and replaces them with healthy, strength-based approaches. Through an experiential process that involves non-judgmental support and coaching by group facilitators, they learn that they can solve problems, build and sustain trusting relationships, and seek help when necessary.

In addition, through our Parenting Journey Training Institute, the *Parenting Journey* curriculum has been mastered by more than 1,200 human service professionals. These trained facilitators, located in more than 450 agencies throughout New England, New York, Florida, and Washington, D.C., are able to share the *Parenting Journey* with thousands more vulnerable families.

THE POSITION

Parenting Journey seeks a dynamic, highly motivated, full-time, bilingual engagement coordinator/receptionist for our office in Somerville's Union Square. The receptionist will handle administrative duties for both the Parenting Journey and our in-house partner, Elliot Community Services. This position reports to the Operations Manager.

RESPONSIBILITIES

The bilingual engagement coordinator/receptionist will assist with the day-to-day management of the lobby and reception, manage engagement and reception efforts, and oversee client intake process.

Administrative

- Oversee intake process for parent groups and manage client records in Salesforce.
- Schedule client intakes and liaise with facilitators and clinical supervisor to ensure clients receive timely communication.
- Manage Parenting Journey's relationship with DCF.
- Provide data entry, clerical support and research for groups and training programs as directed.

- Responsible for actively input and maintain data in Salesforce database to ensure complete and accurate reporting.
- Organize & order training and group materials as directed.

Reception

- Serve as the initial point of contact for clients and visitors to our office by welcoming on-site visitors, determine nature of their business, and direct to appropriate personnel.
- Answer incoming calls, determine purpose of callers, and forward calls to appropriate personnel; take and deliver messages or transfer calls to voicemail when appropriate personnel are not available; monitor visitor sign-in log book.
- Answer questions and provide callers with address, directions, and other information.
- Receive, sort, and route mail; assist users in photocopying and mailing projects.
- Maintain safe and clean reception area by complying with organizational rules and regulations.
- Perform other clerical duties such as filing and photocopying as assigned.

THE IDEAL CANDIDATE

We are seeking a motivated, bilingual self-starter who is passionate about Parenting Journey's mission to create safer, more resilient families. Important attributes of the bilingual receptionist include high integrity, sound judgment, dependability, enthusiasm, optimism, and the ability to value diverse perspectives and treat all persons with dignity and respect. She/he will possess excellent interpersonal and oral communication skills with strong attention to details, proven organizational skills and have the ability to handle multiple tasks and projects concurrently. Candidates must have a high level of proficiency with computers including using MS Office, databases and conducting internet research.

MINIMUM QUALIFICATIONS

- Minimum of two years related work experience
- Bilingual – English/Spanish required. Additional language skills in Portuguese or Haitian are preferred.
- Associates degree or higher
- Well organized, highly detail-oriented and accurate, and able to work independently.
- Excellent communication skills.
- Ability to create and foster a healthy and positive work environment.
- Ability to work independently and provide the highest standard of service to clients, visitors, and guests.
- Experience in administrative work, office management, phone systems.
- Ability to successfully multitask.
- Experience working with Microsoft Word, Outlook and Excel.

HOW TO APPLY

Send resume and cover letter to Danielle Stehlik, Operations Manager at dstehlik@parentingjourney.org by January 3.