



Mano a Mano  
Family Resource Center

**Job Title:** Clerk-Receptionist  
**Reports to:** Director of Operations  
**Employment Status:** 20 hours (variable)  
**FLSA Status:** non-exempt  
**Salary:** Negotiable depending on experience

**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 the Executive Director and other staff members with clerical work  
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  
Receive payments from clients and donors  
Provide information about the organization and its programs  
Maintain current information on bulletin board  
Maintain office records  
Support staff in entering the schedule of classes  
Assist and support with organization's events

**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.

**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 at [crosales@mamfrc.org](mailto:crosales@mamfrc.org)