The Mission of NAYA Family Center is “...to enhance the diverse strengths of our youth and families in partnership with the community through cultural identity and education”.

Position Description

Position: Community Reception Coordinator
Department/Program: Administration
Compensation: $16.50 hourly or commensurate with experience
Benefits: Paid time off is based on tenure with the agency and includes accruals of sick and vacation hours. NAYA recognizes twelve paid holidays per calendar year. NAYA also provides medical, dental, and vision insurance, a Flexible Spending Account, and Life Insurance. Employees may enroll in a 401K retirement plan after 3 months of employment
Employment Status: Regular, Full-Time, Non-Exempt
Hours: General working hours are 9am-6pm; Monday – Friday; NAYA cannot accommodate a modified schedule.
Supervision: Coordinates, trains, and provides guidance to the reception staff, interns, and volunteers
Reports To: Executive Assistant/Community Reception Manager
Job Location: Portland, OR (This position will be temporarily telecommuting until NAYA’s campus reopens to the public).
Revised: May 2020

Position Description: This position is responsible for the coordination of the main community reception activities and events involving staff, clients, volunteers, and the community at large of the Native American Youth and Family Center. Additionally, this position will assist in the guidance of support staff, interns and volunteers working within the main office, ensuring efficient and quality community service. In keeping with NAYA’s values, the Community Reception Coordinator will create a welcoming environment for visitors, representing NAYA positively while clearly communicating accurate information on activities and services we offer that support the mission of the organization.

Essential Functions:

- Open the office in time to greet staff, clients, and visitors by 9:00 am each morning; close front office area at 6:00 pm each day.
- Represent NAYA positively and accurately when interacting with community members and visitors, ensuring that guests are treated with respect and that they are directed to staff members in a timely and effective manner
- Field incoming calls on multi-line telephone with high call volume, and an ability to manage calls with ease and professionalism from Individuals who are in distress or in crisis
- Oversee general office organization and maintenance, helping to create a front desk and reception/lobby area that is clean and trauma-informed, and ensuring coffee and tea are available for staff throughout the day
- Provide training and guidance to primary reception staff, including interns and volunteers working within the agency’s front office, to ensure excellent customer service and effective communication to the community and...
staff via telephone, electronic mail, and face-to-face reception
- Monitor, coordinate, and process room reservations for events hosted by staff
- Process USPS and UPS outgoing and incoming mail/packages. Maintain the postage machine, performing regular user maintenance, and tracking meter funds
- Maintain inventory and order supplies through Staples on a weekly basis for the front office and all NAYA staff, including ensuring the front office coffee and tea station is fully stocked.
- Process donations for the clothing closet; assist in maintaining the clothing closet
- Train Community Reception Specialist Interns
- Process business card orders for all staff
- Facilitate all-staff meeting minutes
- Coordinate yearly Honoring Necklace production
- Maintain and track NAYA merchandise inventory; coordinate the sale of NAYA merchandise
- Maintain staff phone directory and current staff photos
- Oversee the maintenance of various logs, records, and room reservations
- Coordinate the copy room by assisting staff with various office machines, copying, faxing, and supply ordering
- Coordinate the front office external communications to the community and agency partners
- Clear understanding of the safety procedures and timeliness of fire drills

Additional Responsibilities:
- Participate in staff trainings and identify opportunities for training that will enhance the model of effective and efficient service delivery by the reception staff
- Assist in the development of front office work experience volunteers for continuous and effective utilization of volunteers as needed
- Provide auxiliary support to NAYA staff in the performance of their roles helping to identify and direct shared opportunities and foster relationships between community and staff
- NAYA Family Center is a team and community-based organization that relies heavily on all members of the team participating and supporting each other. It is a requirement of this position to work as an active member of the team, participate actively in cross-departmental NAYA team projects and to contribute to fostering a safe and secure environment for community members and staff

Additional Duties:
- Other duties as assigned by the Executive Assistant/Community Reception Manager
- Additional NAYA Family Center Duties:
  - Understand and adhere to confidentiality
  - Assist with the coordination of wraparound services effectively with other NAYA Family Center programs and staff
  - Input data, and maintain NAYA and/or contractually required information database systems to track client information
    - Includes entering client data, assisting and/or preparing periodic reports
    - Database examples include but are not limited to: Efforts to Outcome (ETO), Excel
  - Represent NAYA with the utmost professionalism at community events and other public relations opportunities
  - Participate actively in cross-departmental team projects and events
  - Contribute to fostering a safe and secure environment for community members and staff

Qualifications
Education & Training:
- High School Diploma or equivalent required


NAYA Family Center | Position Description: Community Reception Coordinator

- Associate Degree preferred
- Knowledge of Native American history, an understanding of the diversity of the local American Indian/Alaskan Native community and issues surrounding the Urban Indian experience required
- Knowledge of local community resources, emergency services, and social service agencies, especially with low-income and ethnic minority clientele

Certifications/Credentials:
- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1st Aid, Automatic External Defibulator (AED), and Non Violent Crisis Prevention.

Experience:
- Three years demonstrable experience with the essential functions of this position
- Experience working within diverse populations (specifically with the urban and reservation Native American population, including working within a tribe, board, or other organization) strongly preferred

Skills:
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Excellent communication skills, active listening, verbal and written, including public presentation skills
- Excellent interpersonal, written communication, and organizational skills
- Ability to create and improve upon organizational systems, proactively solving problems, and create solutions
- Dependable, punctual, and responsible
- Proficient computer skills including:
  - Web-based research
  - Word Processing
  - MS Excel
  - Database use
  - Email

Work Environment: 95% office/classroom, 5% outside office including travel time

Physical Requirements:
- The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee may be required to sit for extended periods of time.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equipment Used: Computer, multi-line phone system, copier/scanner, fax machine, postage machine

Safety Considerations: Some travel may be required

Other Requirements:
1. Valid Oregon or Washington State Driver License (must be eligible to be an insured driver under NAYA Family Center’s liability insurance policy)
2. Successful completion of a background investigation (including a fingerprint criminal history check)
Application Procedures:
Interested candidates should submit:
1. A Cover Letter addressing your qualifications for the position and why you are interested in joining the NAYA Family Center team
2. A current Resume
3. A completed NAYA Application for Employment Form

Application forms and additional information about employment at NAYA Family Center can be found at http://www.nayapdx.org/about/jobs.

Application Deadline: May 29, 2020

Attention: Incomplete applications will not be considered. Electronically submitted applications are preferred. Due to the sheer number applicants, only those applicants selected for an interview will be contacted. Please respect our no phone calls policy. This job description does not constitute an employment agreement and is subject to change by the employer due to changes in grants and funding sources.

Please send application materials to:
Human Resources
Native American Youth and Family Center
5135 NE Columbia Boulevard
Portland, OR 97218
Fax: (503) 288-1260
E-mail: hr@nayapdx.org