



Native American Youth and Family Center

5135 NE Columbia Blvd, Portland, OR 97218 | p 503.288.8177 | f 503.288.1260 | nayapdx.org

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 Manager
Department/Program:	Office of the Chief Operating Officer, Community Reception Team
Compensation:	Starts at \$53,000 - \$60,000 annually 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, vision insurance and Life Insurance. Employees may enroll in a 401K retirement plan after 3 months of employment.
Employment Status:	Regular, Full-Time, Exempt
Hours:	General working hours are 9am-6pm or 8:30 a.m. – 5:30 p.m.; evenings and occasional weekends, as assigned.
Supervision:	Community Reception staff, volunteers, front office interns
Reports To:	Chief Operating Officer (COO)
Job Location:	Portland, OR
Created/Revised:	April 2022

Position Description:

The role of the Community Reception Manager is to support the Native American Youth and Family Center participants, community, and programs by overseeing the front office/community reception team and all its functions. This position is responsible for overseeing the community reception staff, that includes coverage of their duties such as answering the phones and welcoming guests. This position will also be responsible for volunteer coordination, the clothing closet, and food box distribution including recruitment, screening, placement, onboarding, and background checks for volunteers. This position will also support the Chief Operating Officer (COO) in a variety of tasks and will represent NAYA in a professional and confidential manner.

Essential Functions:

- Direct supervision of Community Reception staff in the performance of their duties, including hiring, evaluation, performance monitoring, and work assignments
- Manage and distribute workflow to Community Reception staff
- Work with NAYA program leadership to develop and maintain a NAYA program directory with program eligibility requirements and staff contact information
- Create and maintain a welcoming environment for all guests by developing trauma informed front desk procedures designed to maintain a calm, warm, and inviting experience upon entry
- Communicate with volunteers via email, in person, and telephone response to inquiries
 - Initial point of contact, follow up, and coordination
 - Screen potential volunteers using an application and interview process
- Recruit agency volunteers using a variety of techniques such as tabling, community presentations, internet postings, and educational settings
- Conduct agency volunteer orientations and initial onboarding

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Essential Functions (Continued):

- Maintain volunteer records; including application, emergency contact information, contact log, record of attendance, record of training, and other pertinent documents
 - Run State background checks
 - Maintain volunteer database
- In collaboration with the NAYA staff, facilitate the placement of volunteers into appropriate NAYA programs and/or projects and special events and assist with the supervision and needs of volunteers
- Work to create a supportive volunteer culture
 - Recognize the contributions of volunteers by advocating on their behalf
 - Recognize volunteers for their contributions to NAYA in both informal and formal ways
- Manage NAYA's clothing closet including agency procedures for use and donations
- Develop and maintain a system for coordinating food box services for new participants

Additional Duties:

- Additional Community Reception Manager Duties:
- Other duties as assigned by Chief Operating Officer (COO)
 - Assist with special projects or event planning and coordination as needed
 - Preparation of documents, materials, and literature in preparation for the COO's role in meetings, speaking engagements, and attendance at functions
 - Participate as an active and productive member of various agency teams
 - Maintain consistent and efficient file structures including physical and electronic systems
 - Review and timely redirection of electronic mail as well as sorting
 - Organize system for and guide, sorting and distributing physical mail and packages received
 - Oversee the sales of NAYA merchandise
 - Integrate knowledge of best programming practices (both internal and external) along with the agency's strategic plan to create a long-term sustainability plan for the Volunteer Program
- Additional NAYA Family Center Duties:
 - Understand and adhere to confidentiality
 - Coordinate 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), Counselor Max, SAGE Fund Accounting, Raisers Edge, etc.
 - Participate in trainings and/or meetings to ensure program outcomes are achieved
 - Represent NAYA with the utmost professionalism at community events and other public relations opportunities
 - Work as an active member of departmental team
 - Participate actively in cross-departmental team projects
 - Contribute to fostering a safe and secure environment for community members and staff

Qualifications:

Education & Training:

- Bachelors level degree in Business Administration, Nonprofit Management, or other pertinent field and/or 3 to 5 years' experience in executive or administration field; A combination of equivalent education and experience may be an acceptable substitute
- 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

Certifications/Credentials:

- Certified Administrative Professional Certification (or ability to certify) preferred, not required

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Qualifications (Continued):

- Certification (or ability to certify) and ability to maintain certification in Cardio-Pulmonary Resuscitation (CPR), 1st Aid and Automatic External Defibrillator (AED)

Experience:

- 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
- Experience managing staff and/or volunteer coordination
- A minimum of 3-5 years' experience as an administrative assistant
- Experience de-escalating participant crisis and managing sometimes stressful situations
- Experience working within diverse populations specifically with the urban and reservation Native American population, including working within a Native American tribe, organization, board, program, or community
- Demonstrated project management ability

Skills:

- Excellent multi-tasking abilities
- Articulate, diplomatic and responsive
- High level of discretion required when dealing in sensitive and confidential matters
- Works well under pressure while having a sense of humor
- Work requires continual attention to detail in composing, typing and proofing materials establishing priorities and meeting deadlines
- Strong communication skills, active listening, verbal and written, including public presentation skills
- Knowledge of local community resources and experience with workforce system and social service agencies, especially with low-income and ethnic minority clientele
- Ability to manage different people and situations appropriately, including effective communication with people from diverse backgrounds
- Strong communication skills, active listening, verbal and written, including public presentation skills
- Strong computer skills including:
 - Web-based research
 - Word Processing
 - MS Excel
 - Database use
 - Email

Work Environment: 85% office, 15% outside office including travel time. Some of the position will happen through telework (video conferencing and telephone) during the COVID-19 crisis.

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, phone, fax, copy machine.

Safety Considerations: Some travel may be required.

Other Requirements:

1. Valid Oregon or Washington State Driver License or must be able to obtain one upon hire (must be eligible to be an insured driver under NAYA Family Center's liability insurance policy which requires an Oregon or Washington)

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Other Requirements (Continued):

2. Successful completion of a background investigation (including a fingerprint criminal history check; see https://www.pps.net/cms/lib/OR01913224/Centricity/Domain/60/Forms%20-%20Fingerprinting/Disqualifying_Convictions_2015.pdf for more information)
3. Must be fully vaccinated for COVID-19 (two weeks after a two dose or one dose regimen) before start date.

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: Open until filled

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:

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