



Native American Youth and Family Center

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The Native American Youth and Family Center (NAYA) is a one of the most respected nonprofit's organizations in the Portland, Oregon area. NAYA is one of the largest Urban Communities in the US and provides a broad spectrum of programs for our people - education to housing for elders. We do our working knowing that our Native cultures are a source of our employment.

We are looking for an outgoing, dynamic, detail oriented professional to support our participants, community, and programs by overseeing the front office/community reception team and all of its functions. The manager in this position will wear many hats, being responsible for volunteer coordination, clothing closet, food box distribution to name a few. In addition, this position will support the Chief Operating Officer in a variety of tasks and represent NAYA in a professional manner.

NAYA offers an exceptional benefits package, including medical, dental and vision insurance, 401(k) retirement plan with up to 6% match, paid vacation and 14 paid holidays. This is a full-time, exempt role with work hours of **9 am to 6 pm with a one hour unpaid lunch**. As with all fundraising work, you will occasionally attend events which may take place in the evenings or on weekends, however no travel is required. Starting pay is \$55,000 to \$65,000 per year, depending on experience.

What you will do

- Create and maintain a welcoming environment for all guests by developing trauma information front desk procedures designed to maintain a calm, warm, inviting experience.
- Direct supervision of Community Reception staff in their duties. Manage the workflow of the Community Receptionist.
- Communicate with volunteers via email, in person and telephone responding to inquiries while being the initial point of contact. Recruit volunteers using a variety of techniques.
- Assist the Chief Operating Officer assisting with special projects, event planning and coordination.
- Oversee the sale of NAYA merchandise.
- Accomplish duties related to the successful management of the front office reception office.

Who You Are

- 3-5 years formal training in Business Administration, Nonprofit Management, Social Work, or other related field and/or 3-5 years of experience in an executive or administrative role.

Youth Centered • Family Driven • Elder Guided

- Experience working with diverse populations specifically the Native American/Alaska Native communities.
- Comfortable presenting in public.
- The ability to de-escalate participants in crisis and manage stressful situations.
- Excellent multi-tasking abilities.
- Understand confidentially and use discretion with dealing with highly sensitive information.
- Strong communication skills. Detailed written and verbal communication.
- Exceptional computer skills: Web-based research, MS Office 365, SharePoint