



Young Women's Resource Center
818 5th Ave Des Moines, IA 50309

Position Title: Bilingual Office and Transportation Manager
Supervisor: Finance, HR and Data Director
Job Status: Full-time—Exempt
Salary Range: \$35,500 – \$37,500 (Dependent on Experience)

Summary of Position:

The Bilingual Office and Transportation Manager meets organizational needs for administrative support, office and building management, reception duties, and client transportation. The Bilingual Office and Transportation Manager's time is allocated as follows: 30% management/administration support, 70% program support.

The Bilingual Office and Transportation Manager will work closely with:

- YWRC staff
- Volunteers
- YWRC participants
- Vendors
- General Public

Organizational Summary:

The Young Women's Resource Center (YWRC) is a non-profit organization that supports, educates and advocates for participants ages 10-24. It is the mission of the YWRC to empower participants to be strong, self-confident and resilient. YWRC participants include anyone who identifies or has been socialized as female. Through small groups and individual support, the YWRC provides programming for all participants, no matter what they may be going through. The YWRC's unique structure features two branches of services, Empowerment and Young Moms, to better serve the members of our community throughout various stages of life. YWRC values equity, resiliency, accessibility, community and advocacy.

The YWRC is an agency that serves and celebrates participants with a diverse range of identities including race, culture, ethnicity, class, religion, physical ability, gender identity and sexual orientation. The YWRC strives to build, maintain and support a staff that reflects that diversity. The YWRC strongly encourages members of traditionally underrepresented communities to apply, including people of color, LGBTQ+ people, gender-nonconforming people, individuals with disabilities, veterans and people who speak a language in addition to English.

Benefits:

Newly hired full time employees become eligible for benefits beginning the first of the month following the hire date. Benefits include:

- Health and Dental
- Volunteer Time Off
- Paid Time Off
- Flexible Self Care Time Off
- Family and Employee Assistance Program
- Holiday Paid Time Off
- Professional Development
- Tuition Reimbursement
- Bereavement Leave
- Parental Leave
- Voting Leave
- Worker's Compensation

Essential Job Functions

Reception

- Create a welcoming environment at the front desk/lobby.
- Maintain a neat and organized appearance to the front desk/lobby areas.
- Answer and effectively respond to all in-coming telephone calls.
- Maintain awareness of community resources and make referrals as necessary.

Administration

- Open, sort and route all incoming mail.
- Receive, sort and organize in-kind donations and coordinate the pick-up of unused items.
- Work with vendors to order and maintain all office/building supplies and inventory.
- Manage all technology, printing, office equipment and building/grounds maintenance needs/issues.
- Prepare all board materials and mailings, and maintain board information and operations (including applications, attendance, minutes, etc)
- Serve as secondary administrator for database systems.
- Provide executive administrative support.
- Check YWRC email and voicemails daily and route messages as necessary.

Fleet

- Coordinate the participant transportation schedule.
- Supervise team of transportation specialists.
- Direct van repair and maintenance.
- Provide secondary transportation support as needed.
- Communicate with caregivers and facilitators about absences to ensure client safety.

Additional Duties

- Attend agency meetings as required.
- Work with and supervise volunteers as appropriate to fulfill job duties.
- Support YWRC fundraising, marketing and communication efforts.
- Any other duties as assigned.

Required Knowledge, Skills, and Abilities:

- Associate's Degree or equivalent work experience required.
- Philosophical agreement with YWRC's mission, goals, and values and knowledge of gender issues.
- Fluency in English and Spanish languages.
- Demonstrated ability to multitask.
- Exceptional interpersonal, communication and relationship building skills.
- Professional verbal and written communication.
- Minimum of two years previous experience in an administrative assistant position, logistics position, or other position requiring multi-tasking and organizing expertise.
- Proficient use of Microsoft Office products.
- Ability to provide basic troubleshooting support for office computer hardware.
- Previous experience working with diverse populations.
- Pleasant and friendly demeanor.
- Strong organizational skills.

- Flexible. Demonstrated ability to adapt to change.

Preferred but not required skills:

- Previous supervisory experience preferred.

Behavioral Expectations/Accountabilities:

- Place the individuals we serve and the quality of our service first.
- Demonstrate confidence in YWRC throughout the community.
- Insist on excellence. Be accountable to one another. Be on time. Meet deadlines. Maintain the highest standards of honesty, integrity and communication. Assume positive intent.
- Set a good example. Maintain a positive attitude, be proactive, take ownership and be accountable for your actions.
- Treat others with respect and dignity. Embrace diversity and inclusion throughout the organization including co-workers, volunteers, clients, board members and vendors.
- Participate. Tactfully and constructively share your thoughts and ideas.
- Take initiative. Go above and beyond. Look for ways to add value.
- Build group cohesiveness and pride through teamwork.
- Maintain clear participant boundaries around intimate relationships, the pursuit of personal benefit, emotional and dependency needs, altruistic gestures, and responses to unanticipated circumstances in order to ensure professional integrity.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Ability to sit and move around the work area.
- Finger dexterity.
- Repetitive motion of wrists, hands, and/or fingers.
- Lift, carry, push, pull, or otherwise move objects up to 25 lbs.
- Close vision to read computer screen and documents.
- Speech/hearing to communicate with co-workers, clients, volunteers, board members and vendors.
- Ability to drive a vehicle/ provide proof of driver's license and vehicle insurance.
- Dependable attendance required – must be reliable and punctual.

Environmental Concerns:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- YWRC is a tobacco-free building.
- Work is in an office environment.
- The noise level is usually moderate.
- Infrequent overnight travel is possible.