

Front Desk Coordinator Volunteer

The **African Community Center** (ACC) is seeking a **Front Desk Coordinator Volunteer!** This is a front desk position requiring pleasant communication skills and willingness to communicate with non-English speakers. The position is responsible for answering phones and providing intake services to refugee community members and other walk-in appointments. Some clerical support may be performed to assist ACC community members and staff. Make a difference in the lives of refugees by welcoming and directing community members to the resources they need!

This position will be located in the main office at **925 S. Niagara St, Suite 200, Denver, CO 80224**

Time Commitment: Part-time, 2-5 pm, Monday-Thursday, minimum of two days per week

What You Will Do:

- **Answer and screen** incoming telephone calls in order to make appropriate referrals to ECDC/ACC staff
- **Greet** walk-in clients and visitors
- Maintain familiarity with ECDC/ACC activities in order to **provide accurate program information** to telephone/walk-in inquiries
- Use calendars and internet to **confirm staff location**
- **Relay messages** and **ensure communication** between staff and community members
- Perform **general clerical duties**, including copying, typing/word processing, handling incoming/outgoing mail, and other duties as necessary
- **Communicate with HR** about need for paper, office supplies, copy/printer toner and office machine malfunction
- **Maintain and distribute** bus tickets and bus passes to community members
- **Manage** cleanliness, equipment function and organization in break area
- **Maintain** community coffee/tea station, restock, and clean daily

- **Report** any dropped-off donations to outreach team
- **Maintain** general neatness of waiting room
- **Create a welcoming environment** for all office guests
- Perform other duties as assigned.

What You Will Gain:

- Knowledge of program development and management
- Clerical skills
- Experience with community capacity building
- An understanding of the refugee resettlement process and of the obstacles refugees families face
- An awareness of the challenges faced by marginalized populations
- A deeper understanding of refugee backgrounds and skill sets
- Improved intercultural communication skills
- Knowledge of non-profit operations and refugee programs/services in Colorado
- Access to direct training and supervision from your supervisor to promote growth and development
- The ability to collaborate with other departments within ACC
- Professional development

What You Will Need:

- Multi-lingual preferred
- Willing to learn about ACC, its goals, and the processes by which these goals are achieved
- Excellent English speaking and writing skills
- Professional phone demeanor and patience with non-English speakers
- Computer proficiency in Word, Excel, and Email.
- Ability to make coffee for staff, willingness to maintain coffee area cleanliness
- Ability to perform multiple-tasks.
- Good interpersonal skills and ability to work in a multicultural team environment
- Practice of cross-cultural communication competence
- Must be tidy and organized
- The ability to respect the confidentiality of information related to clients, as well as the internal activities of the organization

- The ability to perform moderate physical activity, which includes standing, sitting, lifting and/or walking, the ability to see within normal parameters and hear within normal parameters, and the ability to maintain emotional control under stress

You Might Also Have (a.k.a. Nice-to-Haves):

- Fluency in English and in one or more verbal and written languages of the local refugee population is preferred. Current priority languages include, but are not limited to: Arabic, Somali, Kiswahili, Tigrinya, Dari, Pashto, Nepali, Burmese and dialects spoken in Burma (Karen, Kachin, Rohingya and others).
- Relevant work or volunteer experience in program development, community outreach, or human services

Ready to make a difference in the lives of refugees and immigrants in Denver? **Take the first step by sending a resume and cover letter to ACC's Volunteer Coordinator at kate@acc-den.org.**

About ACC:

Vision:

ACC's **vision** is to be an integrative center of multicultural exchange where community members feel a sense of belonging and actively contribute to an inclusive society.

Core Values:

Belonging: ACC fosters security and trust by building welcoming and diverse communities

Empathy: ACC offers compassion and understanding to individuals from all communities

Imagination: ACC is committed to extraordinary creative pursuits that exceed the status quo

Integrity: ACC consistently exhibits honest and just actions that affirm its promises