



Job Announcement

Bilingual (English/Spanish) Operations Coordinator

Foundation Communities (FC) owns and operates two Community Financial Centers (CFCs) in Austin, Texas. At each CFC, community members and FC residents can access free tax services, health insurance enrollment and navigation, college support services, financial coaching, and savings programs. The CFC Operations Coordinator will have two primary responsibilities: 1) Ensuring that all the building operations run smoothly; and 2) Serving as the Client Navigator at least 10 hours per week and additional hours as needed.

Responsibilities include:

Building Operations

The Operations Coordinator will be responsible for ensuring that all building operations run smoothly at both CFCs in Austin, including:

- Ensure the buildings and grounds are well maintained for clients, volunteers, and staff
- Monitor and maintain the physical operations, appearance and cleanliness of the buildings and grounds
- Manage safety protocols
- Maintain supply inventory for building and program needs
- Coordinate and organize the storage of supplies and materials
- Assign alarm codes and building keys
- Manage building contracts including landscaping, janitorial, communications, and equipment
- Communicate with and coordinate vendors and contractors
- Address building maintenance issues
- Provide operations support to staff for filing, copying, assembling materials, and mailings
- Code and process invoices
- Collect and distribute mail
- Other duties as assigned

Client Navigation

The Operations Coordinator will serve as CFC Navigator at least 10 hours per week and help fill shifts on other days when needed. Client Navigation includes ensuring that every client who calls or walks into the CFC is able to easily access the service he or she is seeking, and for connecting clients with other CFC services and ensuring strong referrals to and from partner organizations. Specifically, the Client Navigators will:

- Ensure every client who comes in the door can easily access the financial programs
- Assist with client intake, including sign-in and intake questions
- Manage the appointment scheduling system to make sure clients schedule and show up for their appointments
- Manage the CFC phone line, including checking voicemail, returning phone calls with 24 hours, and forwarding messages to program coordinators or other FC staff as necessary
- Collaborate with CFC staff to facilitate and track internal referrals between financial programs
- Ensure every client completes the exit survey and schedules their next appointment (if applicable) before they leave
- Input data from the day's appointments and exit surveys into the client database
- Conduct client follow-up as needed for each program
- Pull data from the client database to identify client trends and opportunities to expand service delivery, as needed
- Address minor building issues (changing paper towel and toilet paper rolls, cleaning up minor spills, updating building signage, etc.)

Requirements:

- Reliable transportation
- Excellent verbal and written communication skills in English and Spanish
- Ability to accommodate a flexible work schedule with some evenings and Saturdays

Desired skills:

- Customer service experience
- Strong organizational skills
- Ability to anticipate issues and proactively work to address them

Compensation: This is a full-time hourly (40 hours per week) position with benefits. The position pays \$15/hour.

Location: This position is located at the Community Financial Center-South (2600 W. Stassney Lane) and Community Financial Center-North (5900 Airport Blvd). The Operations Coordinator will be required to work at each CFC at least 2 days per week.

How to Apply: Please send a cover letter, resume, and three references to resumes@foundcom.org. Type "Operations Coordinator" in the email subject line. No phone calls or visits.

Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.