

## Bilingual Administrative Assistant

**Reports to:** Administrative Support Coordinator

**Position Status:** Full-Time, Hourly, Non-exempt

**Schedule:** Mon – Thurs 10:30am to 7:30pm and Fri 8:30am to 4pm

Founded in 1920, Momentous Institute is committed to offering services that are systemic, trauma-informed, and include brain and strengths-based perspectives. Comprehensive therapeutic services annually offered to over 5,500 children and family members focus on building and repairing social emotional health, so families can achieve their full potential. With an emphasis on innovation, collaboration and training, Momentous Institute offers a truly dynamic work environment.

**Role:** The Administrative Assistant supports the Therapeutic Services programs, providing a solid and efficient operational foundation for the work of the organization's direct service staff.

### Administrative Assistant Duties:

- Properly greet and direct clients, visitors, and volunteers to their appropriate location
- Answer and thoroughly screen incoming calls. Triage and serve as back up for all incoming calls
- Collect and update information for new client intakes
- Schedule, cancel, and modify client appointments
- Collect and properly document all client monies received
- Maintain efficient office workflow including, processing faxes and postage, managing client files as needed and maintaining office supplies
- Receive and distribute all incoming and outgoing postal and interoffice mail
- Provide coverage in the absence of other members of the administrative assistant team
- Provide general office support and complete other duties as assigned by Administrative Support Coordinator.

### Requirements/Qualifications:

- Must have a HS Diploma or equivalent
- Must have good communication, problem solving, decision-making, instructional, and interpersonal skills
- Must be very patient, have stamina to work with children, and have a basic understanding of developmentally appropriate activities for children
- Must be at least 18 years' old
- Must be authorized to work in the US
- Bilingual English/Spanish Required

### The ideal candidate will exhibit Momentous Institute's core values:

Respectfulness, Commitment, Humility, Innovation, Stewardship

### Physical Demands:

- Constantly remaining in a stationary position, often standing, or sitting for prolonged periods.
- Occasionally adjusting or moving objects up to 15 pounds in all directions
- Occasionally assessing the accuracy, neatness and thoroughness of the work assigned.

***COVID-19 vaccine is required for all employees as of September 1, 2021. (Momentous Institute is an equal opportunity employer and reasonable accommodations will be considered for valid medical or religious exemptions.)***

**Interested:**

Applications are currently being accepted and the position will remain open until filled.  
Please send letter of interest and resume to:

**Bridgette Contreras**  
**Administrative Support Coordinator**  
[bcontreras@momentousinstitute.org](mailto:bcontreras@momentousinstitute.org)

Momentous Institute maintains a policy of non-discrimination for all employees and applicants in every facet of the organization's operations. Momentous Institute hires, trains, and promotes all qualified employees without discrimination on the basis of race, color, sex, religion, national origin, age, military status, disability, genetic information, gender identity, or sexual orientation.

All employment offers are contingent upon successful completion of a criminal background investigation, including a check of the National Sex Offender Registry.

## Policy Statement

**No form of abuse will be tolerated, and confirmed abuse will result in immediate termination. Momentous Institute will fully cooperate with authorities if allegations of abuse are made requiring investigation.**