

## Resource Center Manager, Bi-lingual

This position is responsible for the day-to-day operations of one of E.C.H.O.'s Resource Centers. This includes the supervision and retention of Volunteers and the Welcome Center Coordinator.

### **ESSENTIAL JOB FUNCTIONS:**

- **Everyday Operations-** Open and close the resource center, schedule volunteers, manage all donations, schedule food pick-ups, and, on occasion, check in and record those receiving services into the Airtable database.
- **Food and Clothing Services-** Ensure that neighbors receive service in a clean and orderly environment that demonstrates respect, dignity and compassion. Coordinate with ECHO Thrift to keep clothing stocked at the resource center.
- **Volunteers-** Schedule, train, and maintain volunteer team, conduct monthly meetings, and direct summer student volunteers.
- **Donations-** Oversee the efficient tracking, sorting, and distribution of all food donations.
- **Storage-** Efficiently manage on-site storage and food warehouse space.
- **Food-** Maintain inventory, order/purchase necessary items, and ensure that stock is rotated regularly.
- **Food Safety-** Ability to obtain Food Safety certificate within the first 60 days.
- **Food Drives-** Work closely with coworkers to plan and coordinate food drives
- **End of the Month Reports-** Complete necessary end-of-the-month reports.
- **Maintenance-** Oversee the general maintenance of the center.
- **Other-** Perform other functions as necessary or assigned.

### **QUALIFICATIONS:**

- **Minimum Associates Degree** in business, social service, or human resources
- **Minimum 2 years** experience in volunteer management preferred
- **Supervisory and administrative** experience
- **Knowledge** of standard office processes, procedures, and equipment
- **Bilingual** English/Spanish preferred

### **KNOWLEDGE AND SKILLS:**

- Strong verbal and written communication skills
- Active listening skills
- A high degree of social perceptiveness- being aware of others' reactions and understanding why they react as they do
- Proficient in typing and comfortable with MS Office software

- Ability to work in a high-contact area and fast-paced environment
- Effectively utilize time management skills by prioritizing tasks for self and others
- Ability to teach others how to perform tasks and to interact appropriately with neighbors and volunteers
- Ability to encourage, train, motivate, and retain volunteers
- Ability to monitor/assess the performance of self and others in order to make improvements and take corrective action

**Physical Requirements:**

- Intermittent physical activity including bending, reaching, sitting, standing, walking and keyboarding; carry up to 40 pounds
- We are a drug free workplace
- All applicants must be able to pass a background check prior to starting employment