



## The Denver Foundation

**JOB TITLE:** Bilingual Receptionist

**Reports to:** Director of Operational Excellence

**FLSA Status:** Non-Exempt

### **POSITION SUMMARY:**

The Bilingual Receptionist is the initial point of contact for donors, grantees, visitors, the general public, and other interested parties regarding activities conducted by the foundation. The Bilingual Receptionist is a brand ambassador responsible for providing exceptional customer service to external and internal audiences at the foundation. This position is also responsible for our main office administrative functions.

### **RESPONSIBILITIES & ESSENTIAL FUNCTIONS**

- Facilitate visitor management: greet external guests, walk to meeting rooms, alert staff when guests arrive, answer questions, etc.
- Serve as the primary staff person for all incoming phone calls and operate the telephone switchboard to answer, screen, or forward calls as needed
- Responsible for providing direct support for general inquiries from donors, grantees, students, etc., as part of the frontline support team
- Execute office administrative functions, including ordering office supplies, managing the mail process, setting up meeting rooms, ordering catering for meetings, etc.
- Coordinate and maintain hospitality vendor relationships related to office administrative functions
- Process incoming and outgoing mail daily, including the timely logging of gifts and cash receipts
- Organize and maintain upkeep of common areas, including reception area, conference rooms, work rooms, kitchens, kitchenettes, breakrooms, and storage areas
- Support the Operational Excellence Team with a variety of projects
- Coordinate with other functions as needed to ensure client satisfaction
- Serve as an external and internal resource on foundation happenings and whereabouts

### **REQUIRED QUALIFICATIONS:**

- Minimum of two years of relevant work experience
- Bilingual proficiency (English/Spanish)
- Organized and able to prioritize work efficiently and meet deadlines
- Proficient in navigating databases and Customer Relationship Management (CRM) system
- Proficient in operating multi-line phone system
- Customer service oriented, with outstanding attention to detail

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- Excellent problem-solving, organizational, and time-management skills
- Skilled in use of Microsoft Office

### **PREFERRED QUALIFICATIONS:**

- Functional experience using a Customer Relationship Management (CRM) system; knowledge of Foundant or Blackbaud software is a plus
- Experience using enterprise content management systems, specifically SharePoint
- Knowledge and understanding of philanthropy and the nonprofit sector

**WORK ENVIRONMENT:** The position is based in an office environment with a mix of private offices and cubicles.

### **PHYSICAL DEMANDS:**

- Daily communication via phone.
- Frequent extended hours in front of a computer screen with or without accommodations.
- Occasional carrying of objects up to 20 pounds.
- Occasional activities occurring outdoors.

### **ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

- Must be authorized to work in the United States

**OTHER DUTIES:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time.

**COMPENSATION:** This is a full-time, non-exempt position. The Denver Foundation offers a competitive benefits package, including paid time off, retirement contributions, tuition assistance, and medical, life, and disability insurance. The starting salary for this position ranges from \$40,000 to \$45,000, depending on experience.

**THE DENVER FOUNDATION'S ANTI-DISCRIMINATION POLICY:** The Denver Foundation shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include but are not limited to, hiring and firing of staff, selection of volunteers, selection of vendors, and provision of services.

*The Denver Foundation practices and champions inclusiveness in our community. We honor the diverse strengths, needs, voices, and backgrounds of all members of our community. Candidates from traditionally marginalized communities are especially encouraged to apply.*

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**JOB DESCRIPTION STATEMENT:**

I have read and understand and accept the job description including the qualifications and the requirements of the described position. I certify that I can and will perform the duties and all responsibilities required for this position.

Printed Name:

Date:

Signature: