



of Metro Denver

GIRLS INC. OF METRO DENVER
Inspiring all girls to be strong, smart and bold

Job Description/Announcement

Position: Front Desk Operations
Responsible to: Manager of Center Programs
Location: 1499 Julian Street, Denver, CO 80204

At Girls Inc. of Metro Denver (GIMD), we believe the Girls Inc. Experience™ equips girls to navigate gender, social, and economic barriers and grow into healthy, educated, and self-sufficient adults who advocate for themselves and others. Learn more at www.girlsincdenver.org

Position Summary: This full-time role supports the administration, data, and coordination of Girls Inc. of Metro Denver's Center Programs while providing excellent customer service support for girls, families, partners, and community members. This includes, but is not limited to, front desk management, meal service program, assist with volunteer coordination, billing and invoices, data entry and maintenance.

Administrative/Front Desk (70% of position):

- Provide warm and welcoming hospitality to all guests entering Girls Inc. Of Metro Denver.
- Maintain an organized, neat, and tidy front desk and main lobby.
- Direct inquiries and guests to appropriate staff member or program.
- Oversee girls' check in (arrival) and check out (departure) from GIMD's Center.
- Answer phones and redirect calls as needed.
- Promptly handle and process incoming and outgoing mail and packages daily.
- Support families to fill out and submit registration and membership paperwork.
- Disseminate program information to members and their families and constituents.
- Assist Program Managers and other program staff with prompt written and phone correspondence.
- Provide interpretation for families, callers, and guests who prefer to communicate in Spanish.
- Work with the Manager of Volunteer Programs to coordinate and evaluate front desk volunteers.
- Support High School internship program including girl feedback and project coordination.
- Assist parents and guests with general program questions in English and Spanish.
- Support the Manager of Center Programs to oversee van routes, schedules, & vehicle check out.
- Support program staff with administrative duties as needed; including but not limited to the order or purchase of program supplies, copy program materials, complete mailings, or other program administrative needs.

Data Entry & Data Maintenance (20% of position):

- Maintain Compass 360 database and paper files for all GIMD members.
- Verify accuracy and completeness of data entries.
- Maintain billing records and program invoicing.
- Support program team with data entry projects as needed; including but not limited to class attendance, volunteer data, outreach data, and quality assurance corrections.
- Pull reports and organize program data for regular and annual reports.



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Organizational Support (10%)

- Serve as support and backup for program related needs; including but not limited to supervising girls, meal distribution, homework help or free time, drive a van route for a van driver who is absent.
- Attend all Girls Inc. of Metro Denver staff meetings and program trainings, as needed.
- Participate in special events such as open houses, fundraisers, etc.
- Daily cleaning and supply stocking of front desk and lobby area.
- Support girls' safety through relevant front-desk activities and ensure compliance with GIMD's safety/security policies and practices.
- Other duties as assigned.

Status: This is a full-time, non-exempt, salaried position based at Girls Inc. of Metro Denver with an annual salary range of \$39,000-\$42,000 depending on skills and experience.

Schedule: Monday through Friday from 10:00am to 6:30pm during the school year (September-May), 7:30 am to 5:30 pm Monday through Thursday during summer programs (June-August). One 6–8-hour shift, one Saturday a month, to work with our flexible schedule policy.

Benefits:

- **A supportive work environment** with flexible work hours, schedule, and comp time, professional development funds allocated to each full-time staff member, robust training for program staff with connection to the Girls Inc. National network including peer support and training opportunities, regular team meetings, one-on-one checks ins, and coaching with external consultants.
- **A culture of care** with paid family and medical leave, sabbatical benefits, organization-wide retreats and team bonding events, generous paid time off, sick leave and at least 13 holidays per calendar year, quiet weeks where office closes to the public, and an employee emergency assistance fund.
- **A comprehensive benefits package** including 403b retirement plan including 3% employer contributions (no match requirement), employer sponsored health plan (paid at 100% for staff) with Dental/Vision additions available, Flex Spending, and additional life, cancer and hospital & accident insurance available.

Required Skills:

- **Cultural Competence:** Has an appreciation for diverse populations, cultures, and economic experiences. Exhibits commitment to social justice values and anti-oppression analysis. Demonstrates a commitment to the positive parameters of GIMD's professional behaviors (see link above).
- **Warm and Welcoming:** Ability to positively engage with girls, parents, board members, and other visitors to make all constituents feel seen and supported. Ability to engage with and support youth from a feminist, anti-racist and anti-oppression lens.
- **Organization and Structure:** An eye for organization, details, and consistency to maintain quality systems to track data, girl files, billing records, messages, mail and van routes.
- **Professional Assets:** Critical thinking and a belief that we can all learn from failure and improve outcomes through reflection. Flexibility with a higher tolerance for uncertainty and fast-pace that comes from working in a youth-centered space. Self-starter skills with willingness to find solutions rather than wait for direction. Values collaboration and supporting



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colleagues to advance GIMD's mission. Curiosity and ability to make generous assumptions about themselves and others.

Education/Experience

- High School Diploma or GED equivalent
- A minimum of 1-2 years of experience in youth development programs.
- Customer service experience.
- Experience working with urban communities, diverse populations, cultures and economic experiences.

Qualifications:

- Possess a valid Colorado driver's license, (or willingness to obtain one within a month of employment) with driving record that allows employee to be covered by agency auto insurance and drive agency vehicles (must be at least 21 years old) with at least 2 years of driving experience.
- Verification of current COVID-19 vaccination.
- Comfort navigating Microsoft Suite, databases and billing systems.
- Bilingual: English/Spanish

Application Requirements:

- Please complete the application form, which includes uploading your resume, at <https://forms.gle/fQSDtMAMckKvbxwMA> (case sensitive.) No cover letter needed. No phone calls, please.

Application Deadline: Positions will remain open until filled.

Process: Our interview process takes approximately 3-4 weeks from the day you apply.

Organization Summary:

Direct Service: GIMD serves over 2,500 girls and youth each year through comprehensive, research-based programs that help girls navigate gender, social and economic barriers and reach their full potential. We provide year-round programs to girls in kindergarten through college that are delivered by trained, mentoring professionals in a positive all-girl environment.

Advocacy: GIMD is committed to advancing the rights and opportunities of all girls and young women, to eliminating the barriers girls face, and reforming the systems that impede their success. We approach this work through an equity lens focused on girls' inherent strengths and centers on girls facing multiple, intersectional challenges.

Equal Opportunity Employer

Girls Inc. of Metro Denver is committed to diversity in principle and practice, both in the community at large and within the organization. We are, therefore, committed to having our internal operations and employment practices administered on a non-discriminating basis inclusive of, but not limited to, race, religion, color, socio-economic status, gender, age, sexual orientation, gender expression, military or veteran status, physical or mental disability, marital status, or national origin.