



Bilingual Empowerment Advocate Broomfield, Colorado

A Precious Child, Inc. is a 501(c)(3) non-profit organization that provides children in need with opportunities and resources to empower them to achieve their full potential. A Precious Child envisions a future where every child grows up to be a secure, self-reliant, contributing member of their community.

In working towards helping A Precious Child meet its overall objective of providing resources and opportunities for children throughout eight counties of Colorado, A Precious Child's Bilingual Empowerment Advocate serves as a key member of the team and is responsible for the day-to-day interactions with and satisfaction of our customers. Our customers include our clients, Agency Partners, volunteers, donors, staff and our community. Support provided to our clients will include resource navigation services, connecting families to the programs and services of A Precious Child and referrals for services to our Agency Partners.

Responsibilities include all aspects of the client and customer experience through every interaction with A Precious Child. This position requires that all candidates who apply speak fluent Spanish. The Empowerment Advocate will treat all clients with compassion and respect and will work well with staff and volunteers.

Hours: Full-Time, 8:30 AM-5:00 PM Monday through Friday, with some evenings and weekends.

Reports To: Empowerment Center Coordinator

Areas of Responsibility:

- Maintain ongoing client communication in a respectful manner
- Ensure smooth transition between Client/Agency Partner intake and Client/Agency Partner shopping experience at our Resource Center
- Identify the needs of children and their family members through screening and face to face meetings
- Assist clients and Agency Partners by answering phone calls, scheduling appointments and for daily appointment reminder calls
- Complete data entry tasks with accuracy and attention to detail
- Work with all Agency Partners to build relationships and answer questions
- Identify needs of children, youth and their family members and help them navigate resources to help meet their needs whether by connecting them to internal programs of A Precious Child and/or other external agencies' programs for which they may be eligible
- Ensure all voicemails are returned by 4:45PM daily



- Other duties as assigned

Experience & Qualifications:

- Fluent in Spanish language required
- Enthusiasm and passion for A Precious Child's mission and vision.
- At least 1-2 years of client services experience
- Must be able to manage competing demands and handle multiple duties simultaneously
- Exceptional customer service skills and ethics
- Excellent verbal and written communication skills
- Proficient in Microsoft Word, Excel, Power Point, and Outlook
- Ability to work effectively in collaboration with diverse groups of people
- Present a polished and professional image and demeanor
- Must be a self-starter who is motivated, outgoing and has strong organizational skills
- Work well independently and in a team environment
- Meets deadlines and demonstrate attention to detail
- A positive attitude, strong work ethic, dependable and an ability to work effectively with coworkers, volunteers and interns
- Possesses excellent relationship and interpersonal skills; the ability to work effectively with donors, volunteers, and staff; displays mature judgment, superior diplomatic skills

Compensation:

This is a full-time 40 hours per week position at \$19/hour. Includes a competitive benefits package.

To Apply:

To apply, please send a cover letter and resume to Courtney Wickberg at Courtney@APreciousChild.org

For more information about A Precious Child visit APreciousChild.org.

Equal Employment Opportunity: A Precious Child is committed to a policy of equal employment opportunity. The organization will not discriminate against employees or applicants for employment of any legally recognized basis including, but not limited to, veteran status, race, color, religion, sex, national origin, physical or mental disability, age, political affiliation or belief, or any other protected group status as defined by law. A Precious Child will also not discriminate against employees or applicants based on sexual orientation.