At NEW, we believe that Poverty is a monster destroying hope and prosperity in the lives of low income communities and their families. Using NEW’s transformative approach we connect people, communities, and families to their own sense of power and economic mobility. We implement a holistic approach in all we do by addressing families’ basic needs, such as finding a stable and safe place to live, to supporting ambitious plans such as purchasing a home or starting a business.

At NEW we respect and honor all families, communities and cultures. We encourage innovation and “thinking outside the box”. We expect all employees to connect, create, and celebrate by being authentic, bold, engaged and transformational.

Position Summary:
Coordinator of Services will serve as the liaison for all direct-service partnerships, will maintain a great working partnership, establish enrollment process based on partnership agreement and maintain up to date knowledge/data of all services provided within the FamilySource Center. Engage with customers and establish a true connection inquiring on FSC services. The Coordinator of Services responsible for maintaining a welcoming, orderly environment, as well as administrative and center support. Coordinator of Services will assist with data entry and will work independently as well as within a team, on special nonrecurring and ongoing projects. All FSC-staff must understand the FSC program purpose, vision and objectives, be knowledgeable of services and resources, and engage in the following activities: outreach, intake/assessments, referrals, and customer follow up. As an ambassador for the organization, this person is also responsible for actively supporting the overall mission and vision of NEW

Duties and Responsibilities:
Customer Service:
• Maintain a working relationship with direct-service partnerships
• Routinely check in with customers, inquiring of quality of services, and record feedback
• Check in with Front Desk and offer additional support as needed
• Maintain a working knowledge of in-house and community resources
• Assist with general customer applications and referrals
• Conduct multi-benefit screenings and/or health insurance applications

Administrative / Center Coordination:
• Assist Center Manager with data entry as needed
• Coordinate center activities, and work with Admin Assistant to create a monthly center event calendar
• Facilitate set up and clean-up of space for center events and services
• Assist Center Manager with special projects as needed
• Oversee volunteers/interns as needed
• Perform other related duties as necessary

Qualifications and Experience:
• High School Diploma or Equivalent + Minimum of 2 years of college required
• One year experience working in related environment required (2 years preferred)
• Interest or experience in social services/community engagement
• Must be fluent in Spanish, as 50% of our clients are monolingual Spanish speakers
COORDINATOR OF SERVICES

- Excellent customer service skills, effective oral and written communication skills
- Excellent and effective public speaking and presentation skills
- Ability to handle sensitive and confidential issues in a professional manner and manage crisis situations
- Ability to coordinate multiple assignments, prioritize and complete projects under short deadlines
- Self-directed and able to work independently
- Strong organizational skills
- Must be computer literate in Microsoft office software such as EXCEL, Word, PowerPoint, Access, and Publisher
- Experience in preparing spreadsheets and familiarity with their function.
- Attention to detail when entering data
- Residency in and/or familiarity with the target area and its cultural diversity are also a plus. Cultural awareness is a plus
- Experience working in a collaborative is a plus

Additional Requirements:
- Must have a valid California Driver’s License, Liability Insurance, and an automobile in good working condition
- Fingerprinting and TB Clearance
- CPR/First Aid Certification is a plus
- Flexible with working hours, including evenings and weekends
- Fluent in Spanish Required

“Apply via e-mail or website only

Submit your resume with a cover letter:

Via Website: https://neweconomicsforwomen.org/our-job-openings/
Via E-mail to hr@neworg.us
(Please ensure to include the position you are applying for on the subject of your e-mail)

For additional information you may contact Human Resources:
303 S Loma Drive, Los Angeles, CA 90017 | (213) 483-2060 Ext-311
E-mail hr@neworg.us

Stay Connected:

Learn more about us at: www.neweconomicsforwomen.org

New Economics for Women (NEW) creates economic and educational opportunities for single parents, families and disinvested communities as a pathway for dreams to come true.