



A Hopeful Encounter Opportunity Announcement¹

Position: Director of First Impressions

FTE: Part-Time, Hourly, Non-Exempt

Location: A Hopeful Encounter, Fresno, Ca

Closing Date: Open until filled - *Position is contingent upon continued funding.*

THE ORG:

At A Hopeful Encounter (AHE) we are passionate about what we do and love having fun. We serve high potential youths and young people in Fresno County. Our mission is to partner with our communities to galvanize and develop confident and thriving youths to become change agents through health, education, agriculture, recreation and technology. We partner with like-minded organizations to expand the support and success of SEAA youths and other historically marginalized groups.

THE POSITION:

The position of Director of First Impressions, will be expected to work 20 hrs/week. Under the guidance of the CEO, this individual's responsibilities include making travel and meeting arrangements, preparing reports and maintaining appropriate filing systems, answering phone calls, greeting visitors, distributing mail, and preparing communications. The ideal candidate should have excellent oral and written communication skills and be able to organize their work using tools, like MS Excel and office equipment. Ultimately, a successful Director of First Impressions should ensure the efficient and smooth day-to-day operation of our office. This individual will report to the CEO, and may conduct special duties or projects under the direction of management staff.

RESPONSIBILITIES:

- Answer and direct phone calls
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain office policies and procedures
- Order office supplies and research new deals and suppliers
- Maintain contact lists
- Book travel arrangements
- Submit and reconcile expense reports
- Provide general support to visitors
- Act as the point of contact for internal and external clients
- Liaise with internal team members to handle requests and queries from senior managers.

Minimum Qualifications:

Suggested Skills & Abilities

- **Bi-lingual and Bi-cultural:** Communicate effectively in written and spoken Spanish and English **REQUIRED.**
- Resourceful & effective problem solving skills
- Ability to connect with the neighborhood residents

- Tech (Microsoft and Google Suite, Canva, etc.) and social media savvy
- Comfortable with outreach, public speaking, and presentations
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers and fax machines
- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to multitask
- High School degree; additional qualification as an Administrative assistant or Secretary will be a plus

Education

- Some college units.

Experience

- At least one (1) year of service experience working with the community.

To apply:

Please email a cover letter % Susan Xiong and a resume with at least two references to info@hopefulencounter.org with **Director of First Impressions** in the subject line.

¹AHE values diversity and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.