

**MULTICULTURAL COALITION**  
**Front Services Coordinator**  
**Job Description**

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Position: Front Services Coordinator  
Responsible to: Operations Director

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Created in 2001 by community leaders, The Multicultural Coalition (MC) is a nonprofit organization that provides direct navigational assistance to newcomers in Central Nebraska. The agency most frequently serves immigrants, people of color, and low-income families, but its doors are open to all people who need direction. Our team focuses on helping clients overcome socio-economic barriers that prevent them from thriving. Staff works with clients individually to obtain immigration status and documentation; gain employment and dependable income; secure housing and transportation; enroll in school and educational programs; access healthcare and insurance; and find food and nutritional resources.

MC's mission is empowering individuals, embracing cultures, and strengthening community. When we help clients meet their basic needs, we reinforce their ability to sustain their own wellbeing. Our team's assistance enables local economies and communities to become richer. MC's team is the direct mechanism to achieving its mission.

Our agency is an equal opportunity employer and does not discriminate in employment regarding race, color, religion, national origin, citizenship status, ancestry, age, sex (including sexual harassment), sexual orientation, marital status, physical or mental disability, military status or unfavorable discharge from military service, or any other characteristic protected by law.

**POSITION SUMMARY**

This position is responsible for creating a welcoming environment for clients and community members. The Front Services Manager will receive individuals; provide encouragement and direction; and perform operational functions that ensure the effective delivery of services to clients. Services will be provided in a manner that is compatible with a client's linguistic and cultural background. Candidate must be bilingual to communicate with clients.

**DUTIES AND RESPONSIBILITIES**

**Care Management**

- Creates a welcoming environment where community members feel safe and supported.
- Reassures clients in crisis through active listening, de-escalation techniques, and resolute composure.
- Ensures individuals contacting MC are matched with exceptional resources.
- Improves the warmth and efficiency of the office continuously.
- Protect the confidentiality of all client information.

## Public Welcoming

- Facilitates the work of service providers by relaying communications extensively.
- Screens and directs phone calls and walk-in community members.
- Educates clients about MC's service process and expectations.
- Maintains team member calendars and schedules appointments for clients.
- Logs interactions and case updates in online case management system.

## Administrative Facilitation

- Collaborates with the Operations Director to execute office activities.
- Supports administrative functions through data management, inventory organization, facility cleanliness, and mail/written correspondence.

## QUALIFICATIONS

### Required:

- Demonstrates effective interpersonal communication skills in English and Spanish, including the ability to interact with individuals and groups from diverse backgrounds.
- Proficient in Microsoft 365 and office technology.
- Skills in organization, time management, and problem solving.

### Preferred:

- Current knowledge of low-income resources in Central Nebraska.
- Administrative work experience or collegiate study.
- Background in service delivery.

**Compensation:** Pay based upon skills and experience. Raises correspond with performance and budget capacity. This is a full-time, permanent position.

**Salary Range:** \$17.00 - \$22.00 per hour

**Benefits:** Group medical, dental, vision, and life insurance; retirement; vacation; longevity leave; employee assistance program; and travel reimbursement. Benefits are available for qualified, full-time employees.

*The above is intended to describe the general content and requirements for the performance of the job of this position at MC. It is not an exhaustive statement of duties, responsibilities, requirements, or benefits. In no way does this job description constitute a contract, implied or otherwise. MC is an equal opportunity employer and complies with all required local, state, and federal laws.*



**MULTICULTURAL  
COALITION**

Empowering individuals. Embracing cultures. Strengthening community.  
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