



BRIDGEPORT RESCUE MISSION

Expanding Hope. Rebuilding Lives.

MINISTRY POSITION DESCRIPTION, October 2021

POSITION TITLE: Office Administrator - Bilingual
REPORTS TO: Director of Strategic Partnerships – BRM’s Resource Center
STATUS: Full Time, Salaried

Working at Bridgeport Rescue Mission

All employees of Bridgeport Rescue Mission are an integral part of the outreach ministry of a non-denominational, evangelical ministry sharing the Gospel of Jesus Christ through emergency and educational services. All employees are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, Bible studies and prayer times. Because of the nature of these types of ministries, it is an absolute necessity that each employee possesses and maintains a Christian testimony of their faith and experience in Jesus, and a lifestyle that is above reproach. What employees do on their own time may seriously affect their ability to perform these types of ministries which are an important part of their job.

The Resource Center at Bridgeport Rescue Mission’s Community Care Center is a one stop location for a multitude of on-site resources and services to the underserved and disadvantaged residents of greater Bridgeport who are living at the poverty level.

This new facility, located at 725 Park Avenue, has a free community health center staffed by volunteer doctors and nurses who provide free healthcare and dental services, mental health counseling, and medical screenings. It also has offices for a variety of human service providers in our region and their case managers who guide community members on how to secure housing, get help to pay the electric bill and rent, find employment, and connect with other social service agencies for additional support services.

Bridgeport Rescue Mission program residents as well as residents of the greater Bridgeport community often navigate complex life challenges. Each person, family and situation are unique, and the Resource Center enables us to meet all people at their point of need as they work to improve their lives.

Job Responsibilities

Work with **Director of Strategic Partnerships** to set up processes to efficiently manage the Mission’s new **Resource Center**. The Office Administrator will be responsible for managing all day-to-day aspects of the **Resource Center** and this role may require working in shifts, so flexibility is required.

- Maintain database and be responsible for integrity of records
- Schedule all human service providers who will provide services on site.
- Greet and welcome guests, service providers, and clients
- Deal with unforeseen circumstances in a timely and effective manner while streamlining office operations.
- Manage multiple tasks and work in a challenging multi-cultural environment.
- Must possess the ability to make independent decisions when circumstances warrant such action and to remain calm during emergency situations.
- Provide basic and accurate information in-person, on the phone, and via email to medical professionals, human service providers and clients
- Produce weekly, monthly, and quarterly reports for **Director of Strategic Partnerships**
- Provide support to **Director of Strategic Partnerships** as needed and as special projects and special circumstances arise

Skills Required

- Must be bilingual – English/Spanish
- Must be computer savvy and have an aptitude to quickly learn and navigate new database software
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking, time-management skills, stress-management skills with the ability to prioritize tasks
- Customer service attitude
- Must possess the ability to make independent decisions when circumstances warrant such action and to remain calm during emergency situations
- Must have working knowledge of various software programs such as Word, Outlook, and Excel

Please send resumes to Donna Romano, Director of Strategic Partnerships at

Donna.Romano@BridgeportRescueMission.org