



Front Desk and Administrative Specialist

Full time | \$18.00 per hour

Location: Goshen, Indiana

Be a welcoming first point of contact for our neighbors while helping our office and programs run smoothly. This role combines front desk service during public hours with administrative work primarily during afternoon closed hours.

What you will do

- Welcome and check in clients, answer calls, and connect people with programs and community resources.
- Enter client information accurately and protect confidential records.
- Support a safe, respectful environment and help address challenging situations with program leadership.
- Draft, proofread, and format correspondence, reports, presentations, and other documents.
- Coordinate office supplies, vendors, and phone systems; supervise the Custodian.
- Manage leadership calendars and appointments, maintain filing systems and databases, and handle confidential records.
- Organize meetings and events, prepare agendas and minutes, and track follow-up tasks.

What we are looking for

- High school diploma required; associate's or bachelor's degree preferred.
- At least two years of administrative experience, preferably in a nonprofit, plus customer service experience.
- Bilingual fluency in English and Spanish.
- Strong organization, communication, accurate data entry, and discretion with confidential information.
- Proficiency in Google Workspace, Microsoft Excel, and related office software.
- Knowledge of or willingness to learn crisis management and de-escalation practices.
- Ability to climb steps and occasionally lift or move bulky items such as donations.

Reports to the Director of Operations and provides administrative support to the Transitional Executive Director and Director of Operations.

The Window is a nonprofit in Goshen, Indiana, providing meals, groceries, and essential care to our neighbors. Join a team committed to treating every person with dignity, safety, and a warm welcome.

How to apply

To apply, contact Erica Bailey at ericabailey2@gmail.com and include the position title.