

Community Liaison (Part-Time)

Organization: Broadmoor Improvement Association (BIA)

Reports To: Executive Director

Pay: \$12/hour

Schedule: Part-time, up to 30 hours/week; evening and weekend availability required

Location: On-site at BIA facilities and offsite events as needed

Position Summary

The Broadmoor Improvement Association (BIA) is seeking a friendly, dependable Community Liaison to support daily operations across BIA facilities, including the Broadmoor Arts & Wellness Center, Rosa F. Keller Library Community Center, and Broadmoor Food Pantry. This highly visible, community-facing role blends customer service, event and program support, facility operations, and light administrative and communications work.

Key Responsibilities**Customer Service & Program Support (Approx. 50%)**

- Welcome and assist visitors, clients, and community members at BIA facilities and events
- Answer phones, respond to inquiries, and connect individuals with appropriate staff
- Provide facility tours and assist with room reservations and program logistics
- Maintain attendance records, sign-in sheets, and program documentation
- Enter and track data using PantryTrac and other reporting systems
- Support on-site and offsite program and event setup and breakdown, including room arrangements and furniture movement
- Run work-related errands, including picking up or delivering supplies
- Represent BIA at offsite events and community activities such as canvassing as needed

Facility & Operations Support (Approx. 30%)

- Open and close buildings following established procedures
- Maintain clean, organized, and welcoming front desk areas and common spaces
- Assist with setup, breakdown, and movement of equipment and supplies
- Monitor facilities and report maintenance, safety, or security concerns
- Sort and distribute mail, packages, and deliveries
- Participate in staff, board, and community events and meetings

Communications Support (Approx. 20%)

- Assist with basic website updates, social media posts, and newsletter content as assigned

Qualifications

- Ability to stand and walk for extended periods and lift/move materials as needed; accommodations provided for qualified individuals with disabilities.
- Strong customer service skills and a professional, respectful demeanor
- Ability to work independently and collaboratively in a fast-paced environment
- Comfort working with diverse populations in a community-based setting
- Strong communication and organizational skills
- Ability to maintain confidentiality, particularly for pantry and counseling clients
- Basic computer proficiency (Google Workspace, Canva, Wix, data tracking systems)
- Reliable attendance and punctuality
- Valid Driver's license and reliable transportation

Preferred: Experience in nonprofit or community-based organizations; bilingual skills. Evening and weekend availability required - preference given to candidates who can meet this schedule.

Physical Requirements: Ability to stand, walk, and lift materials; reasonable accommodations may be provided for qualified individuals with disabilities.