

Senior Bilingual Operations Coordinator

Department: Operations

Reports To: Manager, Clinical Services & Revenue Operations ([with dotted-line support to the CFO for payroll and finance operations](#))

Position Status: Full-Time

Position Summary

The Senior Bilingual Operations Coordinator provides operational leadership in the coordination of client services, workforce administration, payroll support, and day-to-day office operations. This position ensures seamless communication among clients, caregivers, referral partners, and internal departments while supporting high-quality service delivery, regulatory compliance, and organizational excellence.

As a senior member of the operations team, this individual serves as a resource for staff, supports continuous quality improvement, and helps ensure efficient agency operations.

Essential Duties and Responsibilities

Payroll & Workforce Administration

- Review and verify employee time and attendance records for accuracy.
- Prepare payroll documentation and submit payroll information according to established timelines.
- Coordinate payroll-related activities with the Finance Department.
- Assist employees with payroll, timekeeping, and benefit-related questions.
- Investigate and resolve payroll discrepancies.

Client Intake & Service Coordination

- Receive and coordinate referrals from referral agencies and community partners.
- Conduct intake activities and establish new client services.
- Verify service plans with clients and coordinate service schedules.
- Assign caregivers based on client needs, availability, language, and continuity of care.
- Coordinate service changes, suspensions, increases, and cancellations.

- Maintain accurate client documentation within agency systems.
- Notify referral partners and case managers of service start dates, changes, and significant issues.

Client & Caregiver Support

- Serve as a primary contact for clients requesting service changes.
- Follow up with clients and caregivers to ensure satisfaction and continuity of care.
- Resolve client and caregiver concerns promptly and professionally.
- Coordinate caregiver replacements when necessary to ensure uninterrupted services.
- Support conflict resolution and service recovery efforts.

Administrative Operations

- Maintain accurate operational records and documentation.
- Prepare reports and operational tracking documents.
- Monitor operational workflows and identify opportunities for improvement.
- Support departmental projects and organizational initiatives.
- Perform general administrative duties in support of agency operations.

Billing & Revenue Support

- Collaborate with Finance and Revenue Operations to ensure accurate service documentation supporting billing.
- Assist with reconciliation of service documentation when necessary.
- Support billing inquiries and operational follow-up.

Compliance & Quality

- Support internal and external audits.
- Maintain documentation required by regulatory agencies and referral partners.
- Monitor compliance with organizational policies and operational procedures.
- Participate in quality improvement initiatives.
- Assist with preparation for surveys, audits, and accreditation reviews.

Workforce Development

- Support recruitment and onboarding of caregivers.
- Assist with employee orientation.
- Coordinate required in-service education and mandatory training.
- Monitor employee credentials, certifications, and compliance requirements.
- Maintain workforce compliance records.

Collaboration & Communication

- Serve as a liaison among clients, caregivers, referral partners, nurses, finance, and operations.
- Build positive relationships with community partners and case managers.
- Communicate professionally and effectively with diverse populations.
- Support a collaborative, team-oriented work environment.

Other Duties

- Participate in meetings, committees, and organizational initiatives.
- Assist leadership with special projects.
- Perform other duties as assigned.

Qualifications

- Associate's or Bachelor's degree preferred; equivalent experience considered.
- Minimum 3 years of progressively responsible experience in healthcare, home care, human services, or operations.
- Bilingual (English/Spanish) required.
- Experience supporting payroll processes.
- Strong customer service and communication skills.
- Excellent organizational and time management skills.
- Strong attention to detail and accuracy.

- Proficiency with Microsoft Office and electronic healthcare or business management systems.
- Ability to maintain confidentiality and exercise sound judgment.

Core Competencies

• Customer Service Excellence	• Regulatory Compliance
• Payroll Accuracy	• Organization & Planning
• Client Care Coordination	• Teamwork
• Workforce Administration	• Accountability
• Problem Solving	• Continuous Improvement
• Communication	• Cultural Competence

To Apply: Please submit your resume and a brief summary of your relevant experience to info@caribbeanfoundation.net

Pay Range Disclosure

The pay range for this position is \$28 to \$34 per hour. This range represents the lowest to highest hourly rate that Caribbean Foundation of Boston, in good faith, believes it would pay for this position at the time of this posting.

Actual compensation will be determined based on several factors, including, but not limited to, relevant education, training, certifications, experience, internal equity, market conditions, and the organization's operational and budgetary needs. The posted pay range may be modified at any time in accordance with applicable law.

EOE/F/M/Vet/Disabled