



JOB OPPORTUNITY: FULL-TIME RECEPTIONIST

Job Title: Bi-lingual Receptionist (English and Spanish)
Supervisor(s): Deputy Director and Office Manager
Position Time: Full-time, 35 hours per week
Salary Range: \$24,000-\$31,000, commensurate with experience
Application Deadline: Friday, Oct 15, 2021 , 11:59 pm

Organizational Background: HIAS Pennsylvania is a non-profit immigration legal and refugee resettlement agency. We provide direct immigration legal services to low-income, vulnerable immigrants in Southeastern Pennsylvania and refugee resettlement services in Philadelphia. Most of our callers are considered limited English proficient. Although we serve callers who are originally from over 100 different countries, a significant portion of our callers are Spanish-speaking. We, therefore, are seeking a bi-lingual Spanish-English receptionist.

Responsibilities:

1. Reception

- Open office promptly at 9:00 a.m. and closes no earlier than 5:00 p.m., Monday through Friday
- Answer telephone lines and direct calls to the appropriate staff member and/or take messages for staff
- Listen to voicemails and direct to appropriate staff
- Read emails directed to info@hiaspa.org and direct to appropriate staff
- Maintain order and cleanliness of reception and conference areas.
- Keep track of staff vacation and appointment schedules
- Greet, sign in, and direct visitors and clients
- Manage and triage intake calls
- Track phone calls
- Support Intake coordinator with Intake log and Legal Interns.
- Cooperate with all building security rules.

2. Outgoing Mail Preparation

- Prepare and attach appropriate postage to outgoing standard, certified, and priority mail
- Maintain records of certified and priority mail and FedEx mail
- Drop standard and FedEx mail in Post Office Box daily
- In collaboration with the Office Assistant, take certified and priority mail to the Post Office three times a week.

Qualifications:

- Ability to communicate well in English and Spanish.
- Well-developed office organizational skills with the ability to perform multiple tasks in an efficient and effective manner.
- Demonstrated ability to work independently while greeting incoming visitors and clients in a busy office environment.
- Ability to prioritize work in order to complete required tasks efficiently and effectively.
- Must be punctual, friendly, and articulate, and able to maintain patience in a busy office setting. Must not take things personally. Our office receives more than 3,000 calls per year and our clients are fearful and often upset. As the first person that our clients speak with it is important that they feel safe and welcomed when they call or otherwise interact with staff.
- Well-developed interpersonal communication skills and ability to engage in creative problem-solving with staff.
- Knowledge of computers including, Windows XP, database entry, and email.
- Demonstrated interest in working in a social services organization and ability to be sensitive to the needs of a diverse client base, including limited English proficiency individuals.
- Previous administrative/receptionist experience preferred.

Non-discrimination statement: HIAS Pennsylvania is an equal opportunity employer and does not discriminate against anyone on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief.

Qualified applicants who represent minority and marginalized groups are strongly encouraged to apply.

Benefits: This is an exempt position; the salary is commensurate with experience. The employment package includes comprehensive health care insurance coverage, 403(b) employer contribution retirement account, and very generous paid holiday leave and vacation provisions. Diverse candidates are encouraged to apply.

Compliance Statement: In the performance of their functions as detailed in the position description employees have an obligation to avoid ethical, legal, financial, and other conflicts of interest to ensure that their actions and outside activities do not conflict with their primary employment responsibilities at the agency. Employees are also expected to understand and be in compliance with applicable laws and agency policies.

HIAS PA is working remotely for the foreseeable future but under normal circumstances, HIAS Pennsylvania is a fast-paced environment. There is considerable traffic in the office and the work environment has a moderate amount of noise. The office functions as a team and staff members are asked to work both independently and collaboratively.

To apply, please send a cover letter and resume as attachments to Yvonne Leung, yleung@hiaspa.org by October 15th. Please also note that applications will be reviewed on a rolling basis until the position is filled. No phone calls, please.