



Job Opening: Bi-Lingual Receptionist II

Job Title:	Bi-lingual Receptionist II
Supervisor:	Office Manager
Status:	Full-time, 35 hours a week
Salary:	\$40,000 - \$42,000 (commensurate with experience)

Applications will be accepted and reviewed on a rolling basis until the position is filled. Interested applicants are invited to send a cover letter and resume in one single document as a PDF to humanresources@hiaspa.org, with the title of the position as the subject of the email. No phone calls, please.

MISSION

HIAS Pennsylvania supports low-income immigrants of all backgrounds as they build new lives in our community. Through immigration legal services and an array of social services, we work to address their needs, defend their rights, and advocate for their equitable inclusion in American society. Most of our callers are considered limited English proficiency. 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 receptionist, preferred English/Spanish or English/French but are also open to bi-lingual in English and other languages.

Core Responsibilities:

Reception

- Open office promptly at 9:00 a.m. and close 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 them to the appropriate staff
- Read emails directed to our organization and direct to appropriate staff
- Maintain order and cleanliness of reception and conference areas.
- Greet, sign in, and direct visitors and clients
- Work collaboratively with Receptionist I to ensure that telephones are answered at all times during business hours and other administrative tasks are completed in a timely manner.
- Manage and triage intake calls



- Track phone calls
- Support Intake coordinator with Intake log and Legal Interns.
- Cooperate with all building security rules.
- Provide administrative support to staff as appropriate.

In-coming Mail

- Receive, sort and time stamp as appropriate all incoming mail and packages
- Ensure appropriate level of care is taken of any original identity documents
- Distribute mail promptly to mailboxes of staff and scan mail to remote staff or upon request as appropriate

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.

Position Requirements

- Ability to communicate well in English and an additional language. Preferred additional language Spanish or French but other languages considered.
- Well-developed office organizational skills with the ability to perform multiple tasks efficiently and effectively.
- Demonstrated ability to work independently while greeting incoming visitors and clients in a busy office environment.
- Ability to prioritize work 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 10, 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.



How to Apply:

Please send a cover letter and resume in PDF format to humanresources@hiaspa.org and make the title of the position the subject of your email. No phone calls, please.

This is an exempt position. Employment package 403(b) employer contribution retirement account, and very generous paid holiday leave and vacation provisions. Diverse candidates are encouraged to apply.

HIAS Pennsylvania is an equal opportunity employer and does not discriminate against applicants or employees based on race, color, religion, gender, sexual orientation or identity, national origin, age, disability, political affiliation or belief, or veteran status. It is our policy to provide reasonable accommodation to qualified individuals with disabilities.

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.