



Bilingual Receptionist

Job Title: Bilingual Receptionist
Supervisor: Office Manager
Status: Full-time, Non-Exempt 35 hours a week
Location: Philadelphia, PA (Fully Onsite)
Pay Rate: \$21.99 - \$24.17 per hour (commensurate with experience)

HIAS Pennsylvania's 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.

HIAS Pennsylvania is one of the largest non-profit immigration legal service providers in Pennsylvania. The organization assists low-income immigrants with adjustment of status, removal defense, family unification, citizenship, and other forms of humanitarian relief. HIAS Pennsylvania prioritizes providing services to vulnerable populations including survivors of interpersonal violence and unaccompanied youth.

Position Description:

HIAS Pennsylvania's Operations Team is looking for a bilingual Receptionist to handle incoming calls and greet office visitors, many of whom have limited English proficiency. Although HIAS Pennsylvania provides services to people who originate from over 100 different countries, a significant portion of whom are Spanish speaking. The ideal candidate for this position must be welcoming, patient, and bilingual, in English and Spanish. As the first point of contact for our clients, the Receptionist is responsible for making callers and guests feel safe and welcome.

Core Responsibilities:

- Open office promptly at 9:00 a.m. and close no earlier than 5:00 p.m., Monday through Friday
- Greet, sign in, and direct visitors and clients
- Answer telephone lines and direct calls to the appropriate staff member and/or take messages and forward to staff.
- Listen to voicemails and direct them to the appropriate staff.
- Manage and triage Agency Intake calls. Support the Intake team with maintaining the Intake log.
- Cooperate with all building security rules and work with the building security in screening guests.
- Manage and distribute organizational emails.
- Handle other administrative tasks and maintenance of reception and conference areas.
- Provide administrative support to the Operations team including ordering supplies, maintaining the Supplies list, and upkeep of supply cabinets/room, etc.



Processing In-coming and Outgoing Mail

- Receive, sort, and time stamp as appropriate all incoming mail and packages.
- Ensure an 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.
- 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 the Post Office Box daily.
- Perform mail-related job duties including picking up Agency mail from PO Box.

Position Requirements

- Previous front desk receptionist and administrative experience.
- Ability to communicate well in English and Spanish.
- Ability to handle a fast-paced environment with high visitor and call volume.
- Well-developed interpersonal communication skills and ability to engage in creative problem-solving with staff.
- Demonstrated ability to work independently while greeting incoming visitors and clients in a busy office environment.
- Must be punctual, friendly, articulate, and able to maintain patience in a busy office setting.
- Ability to prioritize work to complete required tasks efficiently and effectively.
- Well-developed office organizational skills with the ability to perform multiple tasks efficiently and effectively.
- Knowledge of computers including Google Collaboration, 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.

Other Information: HIAS Pennsylvania requires all staff to be fully vaccinated against COVID-19 with the exception of those who have medical or religious beliefs exemptions.

How to Apply:

HIAS Pennsylvania is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, gender identity, sexual orientation, age, marital, veteran or disability status, political affiliation, or beliefs. We believe that diversity enriches our organization and helps us to fulfill our mission. All qualified applicants, including those who represent minority and marginalized groups, are strongly encouraged to apply.

To apply please send a cover letter and resume in pdf format to humanresources@hiaspa.org. Please make the title of the position that you are applying for the subject of your email. No phone calls, please.