



RECEPTIONIST / FRONT DESK COORDINATOR

Tacoma, WA

Full-Time, Non-Exempt

<https://nwirp.org/join/jobs-internships/>

SUMMARY:

Northwest Immigrant Rights Project seeks a **bilingual (Spanish/English) Receptionist / Front Desk Coordinator** for its Tacoma office. This is a full-time, non-exempt position.

The Receptionist / Front Desk Coordinator is the individual serving as the face and voice of NWIRP's Tacoma office. The person in this position will serve hundreds of callers and in-person visitors per year and coordinate all aspects of the front desk. This includes working directly with clients and potential clients, conducting prescreens, as well as taking on administrative duties, such as overseeing incoming and outgoing mail. Applicants must be able to handle a fast-paced, dynamic work environment and engage in prompt and regular verbal and written communication with potential clients, and in communication with staff.

Under NWIRP's current COVID policies, new staff members must provide proof of COVID-19 vaccination (unless eligible for an exemption). At the time of this posting, some NWIRP staff are operating in a hybrid model; however, this position requires a full-time in-office presence, Monday through Friday, during regular office hours which are currently 9:00am to 5:00pm.

This position is expected to begin as soon as possible. A minimum two-year commitment to this position is preferred.

ABOUT NORTHWEST IMMIGRANT RIGHTS PROJECT:

Founded in 1984, Northwest Immigrant Rights Project (NWIRP) is a nationally-recognized legal services organization on the front lines of defending and advancing the rights of immigrants. Each year, NWIRP provides direct legal representation and assistance in immigration matters to thousands of people with low incomes who come from over 150 countries and speak over 60 different languages. NWIRP challenges unjust policies through high-impact lawsuits and advocates for laws and policies that respect the rights of immigrants. NWIRP is also a trusted provider of immigration-related community education for immigrant communities and social service providers. NWIRP has a staff of over 150 and an annual budget of over \$20 million. NWIRP serves the community through four offices in Washington State (Granger, Seattle, Tacoma and Wenatchee), but the impact of our work is felt nationwide.

NWIRP's Tacoma Office

NWIRP's Tacoma office serves immigrants detained at the Northwest Detention Center through our Legal Orientation Program and through direct representation. The Tacoma office also serves immigrants with low incomes living in the South Puget Sound, Olympic Peninsula and Southwestern Washington region.

COMPENSATION AND BENEFITS:

This is a non-exempt, hourly position, with a 35-hour regular work week. Starting pay for candidates with no experience is \$36.55 per hour (roughly \$66,531.38 annually) and is higher with specific types of

experience; for example, for someone with 10 years of directly relevant experience, the annual salary would be \$42.83 per hour (roughly \$77,950.77 annually) and for 20 years it would be \$48.92 per hour (roughly \$89,043.22 annually). The current maximum pay rate for this position is \$62.21 per hour (roughly \$113,226.14 annually)

NWIRP is proud to be a unionized employer, and this full-time position is covered by NWIRP's Collective Bargaining Agreement (CBA). NWIRP offers a generous benefits package, which currently includes:

- Fully-paid health, vision & dental plans for employee-level coverage with employer-funded HRA and HSA options
- Employer pays 50% of premiums for dependent coverage
- Health Care and Dependent Care FSA accounts
- Employer contribution of 3% of gross salary to 403(b) retirement plan
- Generous paid health-related leave (12 days per year)
- Generous paid vacation (16 days during your first year)
- 12 weeks of paid parental leave after 6 months of employment, plus the ability to extend with State-paid leave
- 14 paid Holidays with the ability to float 5 holidays
- Employer-paid Disability, Life and AD&D coverage; and Long-Term Care insurance
- Subsidized transit passes if based out of the Seattle or Tacoma office
- 4 weeks of paid sabbatical after every five years of employment at NWIRP
- Eligibility to earn compensatory time
- New employees may be eligible for relocation benefits, per the CBA

NWIRP is also an eligible employer under the Public Service Loan Forgiveness Program.

COMMITMENT TO INCLUSIVITY, EQUITY AND REPRESENTATION:

Northwest Immigrant Rights Project is an equal opportunity employer committed to having a diverse staff, board, and volunteer base reflective of the communities we serve and that enhances our ability to create a vibrant environment where all members of the NWIRP community thrive. We strongly encourage applications from individuals who identify as Black, Indigenous, People of Color (BIPOC), immigrants (including people who were formerly detained, undocumented, or who have navigated the immigration legal system), women, people with disabilities, members of the LGBTQ+ community, and individuals with diverse cultural backgrounds and language abilities.

NWIRP is committed to providing a work environment free from discrimination and harassment. NWIRP does not discriminate on the basis of class, race, color, sex, marital status, sexual orientation, gender identity, veteran status, political ideology, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental, or physical disability. Excepting any undue hardship, NWIRP will provide reasonable accommodations upon request (to HR@nwirp.org) for candidates taking part in all aspects of the selection process.

RESPONSIBILITIES:

Reception (primary):

- Open and close office in coordination with office manager;

- Greet all in-person guests;
- Answer and return calls to the office main line and refer to appropriate staff or external agencies (including social service providers), as needed;
- Collect, open, date stamp and route incoming mail;
- Maintain an orderly environment for staff and guests in the lobby area and copy area by returning items to their locations;
- Schedule client appointments and workshops
- Under attorney supervision:
 - Screen immigration assistance inquiries and refer callers/visitors to NWIRP's various units and offices;
 - Conduct pre-screenings, by phone and in person, and interview potential clients to gather or clarify information;
 - Coordinate intakes for potential clients and staff, including management of intake list;
- Maintain a basic working knowledge of significant policies, laws, practices, and trends in immigration law;
- Coordinate and supervise volunteer receptionists;
- Perform administrative tasks related to grant reporting and other requirements;
- Other duties as required.

Administrative Support (as capacity permits after other duties are handled):

- Printing and mailing informational packets to community members and those being held in the detention center;
- Interpretation and translation of documents;
- Support workshops and outreach events;
- Other duties as required.

Physical demands: While performing the duties of this job, you are regularly required to be stationary and mobile; communicate over the phone and operate keyboards, computer and other peripherals; utilize a phone, computer, and keyboard.

Emotional demands: While performing the duties of this job, the employee is regularly required to discuss topics including, but not limited to, discrimination, domestic abuse and violence.

PROFESSIONAL QUALIFICATIONS, EXPERIENCE AND ATTRIBUTES:

- Demonstrated commitment to immigrant rights and eagerness to support NWIRP's [mission, vision and values](#).
- Must be Bilingual (English and Spanish). Additional languages are a plus.
- Ability to coordinate well, and work very closely, with office colleagues.
- Experience with multi-line phone systems and call handling in a high-volume environment.
- Experience working with interpreters via phone or in person.
- Excellent client-centered customer service skills.
- Excellent written and verbal communication skills, and ability to organize information in a clear and concise manner.
- Commitment to creating a welcoming and professional inclusive environment for staff and clients.

- Commitment to working in a diverse working environment.
- Ability to work independently (with competing deadlines), and collaborate closely with team members.
- Must be resilient and patient with a high level of personal integrity and excellent interpersonal skills.
- Must be able to efficiently manage multiple tasks, work well under stress, and anticipate quickly changing needs.
- Highly motivated, resourceful, open-minded, flexible, and easily adaptable to change.
- Strong interpersonal skills when interfacing with clients and staff.
- Must be punctual: Arriving on time to be set up to greet clients by 9:30 AM and after lunch at 1:00 PM.
- Proficiency in the use of web-based software, Microsoft Office applications, including Word and Excel, and web peer-to-peer communication platforms
- Familiarity with G-suite tools like Google Drive/Docs/Sheets and Gmail, databases, Internet browsers, and multifunction copiers/printers.

REPORTS TO:

Supervising Attorney

TO APPLY:

Upload a single file document including your cover letter, resume, and list of 3 references via our careers page: <https://secure3.entertimeonline.com/ta/90199.careers?CareersSearch>. For your cover letter please indicate: (a) why you are passionate about immigrant rights; and b) why you are a good fit for the role.

Applications will be accepted until the position is filled, but for full consideration, please apply by May 19, 2024.