



RECEPTIONIST / FRONT DESK COORDINATOR
BILINGUAL (SPANISH / ENGLISH)
Seattle, WA
Full-Time, Non-Exempt
<https://www.nwirp.org/join/jobs-internships>

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. 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.

SUMMARY:

NWIRP seeks a **Bilingual (Spanish / English) Receptionist / Front Desk Coordinator** in its Seattle, WA office. The Receptionist / Front Desk Coordinator is one of two individuals serving side-by-side as the faces and voices of NWIRP's Seattle office, serving thousands of callers and in-person visitors per year. The two people in this position equally coordinate all aspects of the front desk, working directly with clients as well as taking on certain administrative duties, such as overseeing incoming and outgoing mail.

Applicants must be fluent in English and Spanish (additional languages spoken are a plus) and must start the position as soon as possible. Additionally, applicants must be able to handle a fast-paced, dynamic work environment and be eager to work closely with the other Receptionist / Front Desk Coordinator, as well as the office's staff members.

The anticipated work hours are Monday – Friday, 8:45 am – 4:45 pm, with a 30–60 minute unpaid lunch break. Under NWIRP's current COVID policies, new staff members must provide proof of COVID-19 vaccination (unless eligible for an exemption). Staff may choose to wear a mask in the workplace, but it is not currently required. While at the time of this posting NWIRP is operating in a hybrid work model, this position is required to be in the office full-time, five days a week.

A minimum two-year commitment to this position is preferred.

BENEFITS AND COMPENSATION:

The beginning annual salary is \$66,531.38 (\$36.56 per hour) and is higher depending on years of directly relevant experience. For example, if you have 10 years of directly relevant experience the annual compensation would be \$77,950.77 (\$42.83 per hour); 20 years would be \$89,043.22 (\$48.92 per hour).

NWIRP is proud to be a unionized employer and this position is covered by NWIRP's Collective Bargaining Agreement, NWIRP provides many benefits, including:

- Fully paid health, vision, and 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
- Automatic employer contribution of 3% to 403(b) retirement plan
- Generous paid vacation (16 days during your first year)-prorated for temporary staff
- Generous paid health-related leave (12 days per year)
- 14 paid holidays with the ability to float 5 holidays
- Employer-paid disability, life/AD&D, and long-term care insurances
- Eligibility to earn compensatory time
- Opportunities for paid professional development

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

COMMITMENT TO INCLUSIVITY, EQUITY AND REPRESENTATION:

NWIRP 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, immigrants (including people who were formerly detained, undocumented, or who have navigated the immigration legal system), women, people with disabilities, or 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, 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 for candidates taking part in all aspects of the selection process. Please contact HR@nwirp.org.

RESPONSIBILITIES:

Reception (primary):

- Open the office doors at 9:00 a.m. and close the office at 4:30.
- Collect, open, and route mail each morning.
- Drop off outgoing mail each afternoon.
- Answer all incoming calls.

- Greet all in-person guests.
- Screen immigration assistance inquiries and refer callers/visitors to NWIRP's various units and offices.
- Schedule client appointments and workshops.
- Make referrals to social service agencies and community partners.
- Coordinate and supervise volunteer receptionists.
- Other duties as required.

Physical demands: While performing the duties of this job, the employee is regularly required to sit, stand and walk, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear as well as utilize the telephone, computer, pen and paper. This person will be talking continuously all day.

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/Spanish). Additional languages are a plus.
- Ability to coordinate well, and work very closely, with another person in this same position.
- Experience with multi-line phone systems and call handling in a high-volume environment.
- Excellent client-centered customer service skills.
- Excellent written and verbal communication skills.
- Experience with Microsoft Office and G Suite (especially Gmail, Drive, Docs and Sheets), databases, Internet browsers and multifunction copiers/printers.
- Must be punctual: Arriving at the office at 8:45 to sort mail and be ready to greet clients by 9:00 AM, after lunch at 1:00 PM and to drop off mail before 4:45 PM.
- Commitment to working in a diverse working environment.
- 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.
- A minimum two-year commitment to this position is preferred.

REPORTS TO:

General Intake Coordinator

TO APPLY:

You will need to upload a single file document including your cover letter, resume, and list of three work or school references via our careers page:

<https://secure3.entertimeonline.com/ta/90199.careers?CareersSearch>.

For your cover letter, please describe (1) how your lived or work experience makes you a good fit for this role; and (2) what are some challenges you are aware of that pose barriers to providing legal advocacy to immigrant community members. The **deadline to apply is March 13, 2024**; however, qualified applicants will be considered for the position on a rolling basis from the date of this posting.