



FRONT DESK COORDINATOR /OFFICE MANAGER POSITION

In Person, Wenatchee Office

Full Time, Non-Exempt

TEMPORARY, NON-EXEMPT POSITION

<https://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. 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 Wenatchee Office is located in the heart of Washington State, nestled in the foothills of the Cascade mountain range, and at the confluence of the Columbia and Wenatchee Rivers. The Greater Wenatchee area is home to 116,000 residents. With its scenic orchards and growing wine industry, Wenatchee also boasts easy access to rivers, lakes, hiking trails, and its own downhill ski resort, Mission Ridge. The current staff of 16 serves clients from Central and Northeastern Washington and its client base consists largely of farmworkers and their families.

SUMMARY:

NWIRP seeks a **full-time English-Spanish bilingual Front Desk Coordinator/Office Manager** to join NWIRP's Wenatchee team temporarily for a minimum of eight (8) months, with the possibility of an extension for an additional three (3) months. Applicants must be fluent in English and Spanish (other language(s) are welcome), and must be able to start the position by June 10, 2024.

The Front Desk Coordinator / Office Manager is the individual serving as the face and voice of NWIRP's Wenatchee office. This position serves hundreds of callers and in-person visitors per year, and coordinates all aspects of the front desk. This includes working directly with clients and potential clients, conducting prescreens, as well as taking on certain administrative duties, such as overseeing incoming and outgoing mail and placing supply orders. Applicants must be able to prioritize competing tasks, and engage in prompt and regular verbal and written communication with potential clients as well as fellow staff.

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 face mask in the workplace, but it is not currently required. 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 to Friday during office hours.

BENEFITS AND COMPENSATION:

This temporary, full-time position is not covered by NWIRP's Collective Bargaining Agreement. The beginning salary for candidates with no experience is \$36.55 per hour (\$66,531.38 annual salary) and is higher depending on years of directly relevant experience. For example, for someone with 10 years of directly relevant experience, the salary would be \$42.83 per hour (\$77,950.77 annual); and 20 years would be \$48.92 per hour (\$89,043.22 annual). The maximum possible pay rate is \$62.21 per hour (\$113,226.14 annual).

NWIRP offers a generous benefits package, including:

- Fully paid health, vision & dental plans for employee-level coverage with employer-funded HRA and HSA options
- FSA and Dependent Care accounts
- Automatic employer contribution of 3% to 403(b) retirement plan
- 12 days of paid health leave per year
- 16 days paid vacation in your first year (with additional days in subsequent years)
- 14 paid Holidays with the ability to float 5 holidays
- Paid authorized absences for attending workshops, conferences and other educational/training programs
- Employer-paid disability/life/AD&D coverage; Long-term care insurance
- Eligibility to earn compensatory time
- Free parking on site

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 for candidates taking part in all aspects of the selection process. Please contact HR@nwirp.org.

RESPONSIBILITIES:

The Front Desk Coordinator / Office Manager is expected to:

- Answer and return calls to the office main line and refer to appropriate staff or external agencies as needed;
- Conduct pre-screenings by phone or in-person, and interview potential clients to gather or clarify information;
- Provide administrative support including processing mail, cash receipts and bank deposits, and office supply orders, as needed;
- Work with respective office staff attorneys, accredited representatives, and other staff members on cases, as needed;
- Maintain a basic working knowledge of significant policies, laws, practices, and trends in immigration law;
- Establish, organize, and maintain files;
- Translate documents;
- Perform administrative tasks related to grant reporting and other requirements;
- Participate in NWIRP's outreach, community education, and development efforts; and
- Execute other tasks as assigned by supervisory staff.

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; talk and hear; utilize a phone, computer, keyboard, pen and paper. Occasional work on night and weekend hours. Travel may be required. Travel reimbursements apply.

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

SKILLS AND QUALIFICATIONS:

- Demonstrated commitment to advancing and defending the rights of immigrants and willingness to support NWIRP's [mission, vision and values](#);
- Fluent in English **and Spanish** (additional languages are welcomed);
- Excellent written and oral 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;
- Past experience working within a diverse rural community and fast paced working environment, preferred;
- Past experience working in a legal setting is preferred, but not required;
- Previous immigration law experience preferred;
- Previous work experience with children and youth preferred;
- Previous work with survivors of violence preferred;

- Strong organizational skills;
- Ability to both a) work independently (with competing deadlines), and b) collaborate closely with team members; and
- Proficiency in use of web-based software, Microsoft Office applications, including Word and Excel, and web peer-to-peer communication platforms; Familiar with G-suite tools like Google Docs, Google Sheets and Gmail.

REPORTS TO:

Directing Attorney

TO APPLY:

You will need to 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 describe 1) how your lived or work experience make 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 client populations. Applications will be accepted on a rolling basis until the position is filled.