



RECEPTIONIST / FRONT DESK COORDINATOR
BILINGUAL (SPANISH / ENGLISH)
SEATTLE, WA
FULL-TIME, NON-EXEMPT
<https://nwirp.org/join/jobs-internships/>

SUMMARY:

Northwest Immigrant Rights Project (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 able to handle a fast-paced, dynamic work environment and be eager to work closely with the other Receptionist / Front Desk Coordinator. A minimum two-year commitment to this position is preferred. Proof of vaccination is required, or a health or religious accommodation is required in lieu of vaccination.

This position is expected to begin in February or March 2022. Currently, the role is partially remote until our offices re-open to the public (date TBD).

COMPENSATION AND BENEFITS:

Beginning annual salary for candidates with no relevant experience is \$28.81 per hour (\$52,447 annually) and is higher depending on years of directly relevant experience. For example, for someone with 10 years of directly relevant experience the compensation would be \$35.61 per hour (\$64,825 annually); 20 years = \$42.14 per hour (\$76,712 annually).

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

- 100% of premiums for excellent health, vision and dental plans, as well as Health Savings Accounts or Flexible Spending Accounts;
- 3% employer retirement contributions;
- Employer paid disability/life/AD&D coverage;
- Annual leave of 16 paid vacation days, 14 paid holidays, 12 paid health-related days;
- Subsidized transit pass;
- 12 weeks of paid parenthood leave after 6 months of employment;
- 4 weeks of paid sabbatical after 5 years of employment.

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.

RESPONSIBILITIES:

Reception (primary):

- Open and close office.
- 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.
- Coordinate and supervise volunteer receptionists.
- Other duties as required.

Administrative Support (secondary, in conjunction with administrative staff):

- Collect, open, date stamp and route incoming mail.
- Drop off outgoing mail.
- Other duties as required.

Physical demands: While performing the duties of this job, you are regularly required to be stationary and mobile; communicate over phone and operate keyboards, computer and other peripherals; utilize a phone, computer, 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/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.
- Experience working with interpreters via phone or in person.
- Excellent client-centered customer service skills.
- Excellent written and verbal communication skills.
- Experience with Microsoft Office, Gmail, Google Drive/Docs/Sheets, databases, Internet browsers, and multifunction copiers/printers.
- Must be punctual: Arriving on time 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.
- Ability to work independently as well as in a team 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

Administrative Director, Kevin Haag.

TO APPLY:

A cover letter and resume are required to be considered for this role. Please consolidate your resume and cover letter into one single file and submit your application via:

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

For your cover letter, please indicate a) why you are passionate about immigrant rights; 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 February 6, 2022.

ABOUT NORTHWEST IMMIGRANT RIGHTS PROJECT:

Founded in 1984, 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 160 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 120 and an annual budget of over \$14 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.