Bilingual Receptionist / Front Desk Coordinator
Full-Time, Non-Exempt
Tacoma, WA
https://nwirp.org/join/jobs-internships/

SUMMARY:

Northwest Immigrant Rights Project (NWIRP) seeks a **full-time** bilingual Receptionist / Front Desk Coordinator to work in our Tacoma office. Applicants must be fluent in English and Spanish, and additional languages are encouraged. The applicant must be able to start the position as soon as possible. A minimum two-year commitment to the position is expected.

The Receptionist / Front Desk Coordinator is the face and voice of NWIRP's Tacoma office. This role involves serving hundreds of callers and in-person visitors each year and managing all front desk operations. Responsibilities include interacting with clients and potential clients, conducting prescreens, and handling administrative tasks such as overseeing incoming and outgoing mail. Applicants should be adept at working in a fast-paced, dynamic environment and must communicate effectively and promptly, both verbally and in writing, with clients and staff.

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. With over 200 employees, NWIRP provides direct legal representation and assistance in immigration matters to thousands of people with low incomes who come from over 145 countries and speak over 80 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 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 and South Unit (TSU) serves low-income immigrants through direct representation and offers outreach and education to communities in the South Puget Sound, Olympic Peninsula, and Southwestern Washington regions. TSU staff represent clients in various immigration matters before the U.S. Citizenship and Immigration Services (USCIS), the Seattle and Tacoma Immigration Courts, the Board of Immigration Appeals, and the Ninth Circuit Court of Appeals.

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
- 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.

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;

Administrative Support (as time allows after other responsibilities are managed)
- 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.

As of this posting, some NWIRP staff are working in a hybrid model, but this position requires full-time in-office presence from Monday through Friday, during regular office hours, which are currently 9:00am to 5:00pm.

SKILLS AND QUALIFICATIONS:

- Demonstrated commitment to advancing and defending the rights of immigrants and willingness to support NWIRP's mission, vision, and values;
- Fluency in English and Spanish, and additional languages are encouraged;
- Strong ability to coordinate and collaborate closely with office colleagues;
- Experience with multi-line phone systems and handling calls in a high-volume environment;
- Proficiency in working with interpreters, either via phone or in person;
- Excellent client-centered customer service skills;
- Superior written and verbal communication skills, with a knack for organizing information clearly and concisely;
- Commitment to fostering a welcoming and professional inclusive environment for both staff and clients.
- Dedicated to working effectively in a diverse setting;
- Capable of working independently with competing deadlines, while also collaborating closely with team members;
- Resilient, patient, and possessing high personal integrity and strong interpersonal skills;

- Ability to manage multiple tasks efficiently, work well under stress, and adapt to rapidly changing needs;
- Highly motivated, resourceful, open-minded, and flexible, with a strong ability to adapt to change.
- Strong interpersonal skills for effective interactions with clients and staff;
- Punctual, with the ability to be ready to greet clients by 9:30AM and after lunch at 1:00PM;
- Proficient in web-based software, Microsoft Office applications (including Word and Excel), and web peer-to-peer communication platforms; and,
- Familiarity with G-suite tools (Google Drive/Docs/Sheets and Gmail), databases, internet browsers, and multifunction copiers/printers.

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.

At the time of this posting, NWIRP staff are working in a hybrid model. However, **the individual hired for this position will be expected to work in the office full-time during normal business hours, Monday through Friday, from 9am to 5pm**.

BENEFITS AND COMPENSATION:

This is a non-exempt, hourly position, and the minimum pay rate for candidates with no experience is $39.54 per hour (approx. $71,960.34 annually). Compensation increases based on years of directly relevant experience. For example, candidates with 10 years of relevant experience will earn $46.33 per hour (approx. $84,311.55 annually), while candidates with 20 years of experience will earn $52.92 per hour (approx. $96,309.15 annually). The maximum pay rate for this position is currently $67.28 per hour (approx $122,465.39 annually), for 40 years of relevant experience.

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:

- Fully paid health, vision and 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;
- Generous paid health-related leave (12 days per year);
- Generous paid vacation (15 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, and Life and AD&D;
- 4 weeks of paid sabbatical after every five years of employment at NWIRP;
- Eligibility to earn compensatory time;
- Opportunities for paid professional development;
- New employees may be eligible for a relocation bonus, per the CBA;
- Subsidized transit pass is available for the Tacoma office; and,
- Free onsite parking Tacoma office.

NWIRP is an eligible employer under the Federal Public Service Loan Forgiveness (PSLF) program.

Northwest Immigrant Rights Project is an equal opportunity employer 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 for accommodations.

REPORTS TO:

Supervising Attorney

TO APPLY:

Please upload a single-file document on our Careers Page containing your cover letter, resume, and a list of (3) references.

In your cover letter, please address the following:

1. How your personal or professional experiences make you a strong fit for this role, and;
2. Why you are passionate about advocating for immigrant rights.

Applications will be accepted on a rolling basis until the positions are filled.