



Receptionist / Front Desk Coordinator
Bilingual (Spanish / English)
Seattle, WA
Full-time, non-exempt
<https://nwirp.org/jobs>

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.

This position is expected to begin in late August or early September, 2020, and partially as "work from home" until NWIRP reopens to the public.

COMPENSATION AND BENEFITS:

Beginning annual salary for candidates with no relevant experience is \$47,447 (\$26.07/hr.) 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 \$60,882 (\$33.45/hr); 20 years = \$73,787 (\$40.54).

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; 3% employer retirement contributions; disability/life/AD&D coverage; annual leave of 16 paid vacation days, 13 paid holidays, 12 paid health-related days; subsidized transit pass; 12 weeks of paid parenthood leave after 6 months of employment; partially paid sabbatical after 6 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 people of color, immigrants (including individuals who were formerly detained, undocumented, or who have navigated the immigration legal system), women, people with disabilities, members of the LGBTQ community, and other underrepresented and historically marginalized groups.

It is the policy of NWIRP to comply with all applicable federal, state, and local laws prohibiting employment discrimination. 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):

- 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, 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 with, 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 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.
- 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:

Please send your resume and cover letter—indicating why you are passionate about immigrant rights in general and this position specifically—to: receptionjobopening@nwirp.org. Applications will be accepted until the position is filled, but for full consideration please apply by August 31st.

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 100+ and an annual budget of over \$12 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.