



## JOB DESCRIPTION

<b>TITLE:</b> Immigration Services Receptionist <b>DEPARTMENT/PROGRAM:</b> Immigration Services <b>REPORTS TO:</b> Immigration Services Program Manager		<b>CLASSIFICATION:</b> <input type="checkbox"/> Exempt; <input checked="" type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-Time
<b>DATE REVISED:</b> 10/25/2022	<b>APPROVED FOR USE:</b> Pending	<b>COMPENSATION:</b> Starting \$16.00/hr. D.O.E.

### POSITION SUMMARY:

The Education and Leadership Foundation through the Immigration Integration Help Center (IIHC) provides quality immigration legal services to low-income immigrants and their families and engages in public education, training, and community outreach to promote justice for all newcomers and conditions for their full participation in American society. The Immigration Services Receptionist is a key position representing the Department and ELF in daily tasks and being the first contact for clients, visitors, and employees. This full-time, non-exempt position is responsible for greeting visitors, answering phone calls, taking messages, and supporting the department as a whole in administrative tasks, all while maintaining professional composure through interactions with clients and potential clients.

### DUTIES & RESPONSIBILITIES:

#### Performance Area 1: Reception Functions

- Supports ELF by answering phone calls in a polite and friendly manner. Directs caller to appropriate personnel or takes messages.
- Welcomes visitors and clients in a warm and friendly manner and answers any questions that they may have regarding ELF services. Supports client and visitor’s needs by greeting clients/guests when they arrive and answering questions.
- Work with the team in coordinating appointments with clients.
- Maintain the reception area and all common areas in a clean and tidy manner at all times.
- Assist the team by making and/or confirming appointments.
- Receive deliveries; sort and distribute incoming mail.
- Read and respond to email requests.

#### Performance Area 2: Administration Functions

- Take inventory of supplies and restock as needed.
- Prepares letters, case files, and USCIS notices for ELF-accredited staff and case workers.
- Maintain accurate records and provide timely activity reports on events and program outcomes.
- Update case summaries on ELF Case Management System, track important dates and deadlines, process referrals, and communicate with clients.
- Updates data entry, and case notes into the ELF case management system (QuickBase) to reflect up-to-date information on ONE CA grant deliverables and ELF clients.

- Coordinate with ELF staff personnel and its various partner agencies in the development and planning of immigration events in the San Joaquin Central Valley.
- Assist in the coordination and collection of materials and logistics for large workshops that serve underserved rural immigrant communities throughout the San Joaquin Central Valley.
- Maintains and organizes all physical files of grant deliverables for ONE CA grant.
- Assist in the supervision of interns and volunteers.
- Assist staff with basic duties/print and copy jobs.
- Perform inventory counts on office supplies for all the programs and re-stock on a regular basis for grant and departmental programs
- Safeguards all confidential documents at all times.

## EDUCATION, EXPERIENCE, LICENSE/CERTIFICATION, & SKILLS:

### Education

- High School diploma or GED.

### Experience

- Minimum one (1) year prior experience in a busy office.

### License/certification

- Valid CA driver's license.

### Skills

- Biliterate in English and Spanish
- Customer-focused and service-oriented.
- Attention to detail and excellent follow-through on work tasks.
- Able to handle multiple tasks simultaneously.
- Strong organizational skills.
- Understanding of modern office practices and procedures including scanning, faxing, video conferencing, text and chat messages, etc.
- Intermediate to advanced software skills with MS Office suite (Word, Excel, PowerPoint, Publisher). Experience working with case management systems and employee portals.
- Able to quickly build and maintain rapport with clients, community members, and coworkers of differing backgrounds, team player.
- Positive professional insight.
- Regularly exhibits flexibility and dependability in work and working relationships.
- Demonstrated good problem-solving skills and sound judgment.

### Additional Duties:

1. Confidentiality/Privacy compliance - Treats all client, member, and employee information as sensitive and confidential. Responsible for maintaining compliance with all HIPAA regulations and requirements where applicable.
2. Compliance - Ensure compliance with all local, state, and federal regulations.
3. Quality Improvement - Participate in quality improvement activities and contribute towards the overall performance improvement of the department and organization.
4. Safety - All employees will participate in the ELF safety program.
5. Travel – The position may require some day and overnight travel, primarily short distance.

6. Work Schedule – the position may participate in evening and/or weekend activities as required by the department and organization.

## ENVIRONMENTAL CONDITIONS AND PHYSICAL REQUIREMENTS:

### Environmental Conditions:

Work generally takes place within an office environment. Air quality is good with general adequate lighting at desks/workstations. Noise conditions are moderate and limited to self and others on telephone calls and general interactions with coworkers and the public.

### Physical Requirements:

- Must be able up to lift to 20 pounds and push up to 50 pounds (on wheels).
- Must be able to hear staff on the phone and those who are served in person and speak clearly to communicate information to patients and staff.
- Must be able to read memos, computer screens, personnel forms, and clinical and administrative documents.
- Must have high manual dexterity.
- Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn

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### To Apply:

*Email a copy of cover letter and resume to [alopez@education-leadership.org](mailto:alopez@education-leadership.org)*