

IMMIGRANT LEGAL CENTER



POSITION TITLE: Legal Receptionist
REPORTS TO: Operations Manager
WORKSITE: Omaha, Nebraska
HOURS: Full Time: 40 Hours Per Week
M-F 8:30 AM – 5:00 PM

ORGANIZATIONAL DESCRIPTION: Immigrant Legal Center (ILC) is a non-profit organization welcoming immigrants into our communities by providing high-quality legal services, education, and advocacy. ILC is part of the national JFON network.

Responsibilities of the position:

The ILC Legal Receptionist shall be responsible for performing tasks assigned by his/her manager/supervisor. The Legal Receptionist may also work under the supervision and assigned duties delegated by our attorneys. The Legal Receptionist is responsible for carrying out any other tasks, administrative or otherwise, that the Operations Manager so directs in collaboration with the Legal Support Team.

MAJOR DUTIES OF THE POSITION:

I. Front Desk Duties

1. Welcome guests and clients to ILC, determine nature and purpose of visit, and direct or escort them to specific destinations
2. Answer, screen, or forward incoming calls, provide information, take messages and relay messages to staff appropriately
3. Manage voicemail system daily by checking received voicemail messages, forwarding messages appropriately, and personally returning calls when necessary.
4. Communicate ILC intake process to immigrant community members seeking immigration legal services with ILC
5. Assist staff in communicating our intake process and services to the community at large
6. Manage and track new appointments for legal staff
7. Assist Legal Support Team to collect, sort or distribute mail and courier packages

II. Client Advocacy

1. Refer clients (existing, potential, and walk-ins) to proper community resources
2. Communicate and advocate needs of clients to staff and other community partners when appropriate
3. Assist in directing incoming detained clients and families through our intake process for Pro Bono Detainee project
4. Assist in directing recent victims of crimes and their families through our intake process and provide additional support/information relevant to the situation presented

III. Legal/Administrative Support

1. Translate forms, declarations, and foreign documents for clients (Spanish to English, English to Spanish)
2. Maintain deadlines using case management system
3. Assist the Legal Support Team with processing, tracking, and filing incoming mail when necessary
4. Assist the Legal Support Team with preparing, tracking, copying and sending outgoing mail when necessary

IV. Special Projects

1. Occasionally be requested to assist other staff members with other duties as assigned
2. Occasionally represent ILC at community events and functions, when assigned

QUALIFICATIONS:

- Bilingual. Fluent in English and Spanish
- Culturally competent
- Ability to work sensitively with clients having diverse personalities, lifestyles, cultures, and faiths
- Bachelor's degree or Associates degree in relevant field, preferred
- Previous front-desk receptionist, or administrative assistant work preferred
- Ability to maintain confidentiality and communicate with clients with tact
- Professional and polite
- Excellent communication skills both written and verbal
- Ability to multi-task and work well under pressure
- Detailed oriented
- Must possess superb organizational skills
- Knowledge of Microsoft Office software package such as Word, Excel, PowerPoint and Publisher
- Familiarity with case management preferred
- Basic knowledge of immigrant's rights and/or immigration law a plus

APPLICATION:

- Starting pay: \$13.00 - \$16.00 per hour based upon experience
- Medical, dental, and vision insurance
- 403(b) retirement plan
- Please send resume, cover letter, and references by email to Sanjuanita Jaimes at sanjuanita@immigrantlc.org
- Position will remain open until filled.