



POSITION TITLE: Receptionist
REPORTS TO: Operations Coordinator
WORKSITE: Omaha, NE

ORGANIZATIONAL DESCRIPTION: Immigrant Legal Center (“ILC”) is a non-profit law firm. ILC’s mission is to welcome immigrants into our communities by providing high-quality legal services, education, and advocacy. ILC’s passion is to empower immigrants to live with confidence and free from fear. Our client-focused core values are Compassion, Leadership, Integrity, Excellence, Neighborliness, and Tenacity. Each year, ILC provides direct legal representation to hundreds of immigrants and advocates for laws and policies that respect the rights of immigrants and encourage compassionate immigration policy reform. Every ILC team member plays a critical role in the organization’s mission and must be passionate about and dedicated to ILC’s values.

POSITION DESCRIPTION: An ILC Receptionist is an integral part of ILC’s team. The core functions of this position are (1) reception; and (2) organization and program support. The ideal candidate for this position is a leader, passionate about providing excellent services to clients with compassion, integrity, neighborliness, and tenacity.

ILC receptionist upholds first impressions for people from all around the world. Not only does this job perform operational duties, but it is also helping immigrants from more than 50 countries who are seeking refuge.

CORE FUNCTIONS OF THE POSITION:

Reception

- Answer, screen, or forward incoming calls, provide information, take messages, and relay messages to staff appropriately.
- Welcome guests and clients to ILC, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Manage voicemail system daily by checking received voicemail messages, forwarding messages appropriately, and personally returning calls when necessary.
- Communicate ILC intake process to immigrant community members seeking immigration legal services with ILC.
- Refer callers, walk-ins, prospective clients, and current clients to proper community resources, including the Nebraska Immigration Legal Assistance Hotline.

Organization and Program Support

- Monitor office supplies, coordinate supply order requests, and order office supplies.
- Assist Operations Team to collect, sort or distribute mail and courier packages.
- Assist Operations and Administration Teams with vendor communications
- Assist the Legal and Social Work teams with preparing, tracking, copying and sending outgoing mail when additional support is needed.
- Track all communications with clients in ILC’s case management system

QUALIFICATIONS:

- Dedication to ILC’s Core Values and Mission.
- Strong commitment to public interest legal services and to the enfranchisement and empowerment of immigrant communities.

- Ability to work sensitively with numerous staff, volunteers, and clients having diverse personalities, lifestyles, cultures, political orientations, and faiths.
- Fluency in Spanish is required.
- Ability to take initiative and make difficult decisions when necessary.
- Ability to shift work responsibilities and expectations as the social and political landscape changes.
- Excellent communicator and writer.
- Strong people and organizational skills.
- Active listener.
- Ability to work in a team and handle multiple tasks in an organized and timely manner.
- Impeccable integrity, positive attitude, mission-driven, and self-directed.
- Ability to think strategically, problem-solve, exercise good judgment, and lead change.

COMPENSATION

- Starting annual salary of at least \$40,000.
- Excellent benefits, including paid time off; medical, dental, vision, and life insurance; and a 403b retirement plan included.

TO APPLY

- Please send cover letter, resume, writing sample, and three professional references to Karla Avila-Juarez at karla@immigrantlc.org.