



Bilingual Receptionist

Position Summary:

The receptionist greets clients and visitors in the lobby, answers and directs incoming calls. The receptionist is the first point of contact for our agency's clients and is a key member of our Immigration and Social Service's team.

Essential Functions:

- Provide excellent customer service to every person in contact with the agency in English and/or Spanish.
- Know and understand the full scope of Canal Alliance's programs and be able to answer questions about our services and how to access them.
- Be ready to open the door for clients promptly at 9am. Lock front and back doors at 5:00 PM.
- Answer incoming telephone calls, direct calls to appropriate staff, provide information, make referrals as needed.
- Determine client's needs and direct them to appropriate staff.
- Schedule appointments for immigration and social service staff using Outlook and register clients in Salesforce.
- Check messages in general mailbox and email a minimum of twice daily, transfer messages to the appropriate staff.
- Show compassion for clients by actively listening and showing respect and empathy
- Notify supervisor of any critical incidents or emergencies.
- Ensure volunteers and Community Service Workers (CSW) sign in/ sign out and wear name badges at all time.
- Provide monthly reports as needed of volunteer hours servicing immediate needs and the food pantry and track CSW hours.
- Maintain a neat and orderly space.

Other Responsibilities:

- Other duties as assigned by supervisor

Education and Experience

- B.A. or in process of acquiring higher education.
- 1 year of experience as a receptionist or administrative assistant.

Qualifications- Skills and Knowledge

- Ability to write, read, and speak English and Spanish.
- Strong communication and organization skills.
- Experience working with Latino or immigrant community.
- Exceptional problem-solving skills.
- Multi-tasking, Telephone Skills, Time Management, Organization, Attention to Detail, Scheduling.
- Ability to work well under pressure and act as problem solver and team player.
- Enthusiastic, creative, and self-motivated.
- Exemplary customer service skills; highly skilled in active listening, empathy.
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively.
- Ability to get along with people and establish cooperative working relationships with staff at all levels both within and outside the department.
- Proficiency in Microsoft Office Suite (Word, Outlook, PowerPoint and Excel), Outlook, Windows and database applications. Experience working with Salesforce preferred

Key Competencies

- Client Focus
- Cultural Competence
- Collaboration
- Communication

Compensation

This is a full-time, hourly position with benefits. We offer a competitive salary with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year and 100% paid employee medical & dental insurance. In addition, there are 16 paid holidays annually, a 403(b)-retirement plan, a Flex cafeteria plan, long term disability insurance and an employee assistance program.

Canal Alliance Equity and Inclusion Statement

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees. By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

Application Process

Please email your resume and cover letter to HR@canalalliance.org. Only electronic applications will be accepted. (Keep it green!) Please indicate "Receptionist – YOUR NAME" in the subject line of your email. The position requires candidates to be fully bilingual English-Spanish. Applications without a cover letter will not be considered.