

Title: Receptionist

Department: Immigration

Hours Worked: Full Time (37.5 hours per week)

Location: Riviera Beach, FL



Job Description

Reports to: Program Director

Supervises: None

FLSA Status: Non-Exempt

Essential Duties and Responsibilities:

- Upon arrival in office, retrieve previous days' mail from Immigration mailbox in Executive Administrative Assistant office.
- Respond to calls received in the voicemailbox and return clients calls within 48 hours.
- Provide messages to case attorneys, paralegals and administrative assistants.
- Greet clients as they enter the suite.
- Ensure that all clients/visitors have signed in the office sign in sheet.
- Verify appoint calendar to ensure confirmed appointments.
- Assist with initial client screening, referrals, and appointment scheduling.
- Provide intake forms to new clients.
- Any clients that have not been in the office in more than 1 year).
- Notify staff of appointments.
- Track and receive payments of client legal fees.
- Assist with the preparation of immigration forms under the supervision of the Program Director/Attorney, such as family petitions, asylum, waivers, extensions of status and naturalization applications.
- Open cases in Law Logix (LLX) and follow case assignment protocol.
- Assist with the maintenance of organized filing/case management system.
- Prepare letters to clients in English and Spanish under the direction of the Program Director.
- Assist with compilation of program statistics, report and timesheets.
- Assist with inventory and ordering of office supplies.
- Translate legal document from Spanish to English.
- Assist with Community Education Campaign.
- Attend occasional community education events disseminating materials and providing brief presentation in English and Spanish.
- Attend agency meetings and staff development programs as required.
- Abide by confidentiality policies. (No discussion of clients or cases with third parties other than immigration legal services case managers, paralegals or attorneys)
- No solicitation of legal advice to clients.
- Assist with administrative tasks in the absence of the Administrative Assistant.
- Participates in a Continuous Quality Improvement (CQI) team.

Qualifications:

- High School Diploma or Business courses
- 3 years of experience working in a legal office environment
- Good communication skills both verbal and written in English and Spanish or English and Creole
- Proficiency in MS Office Suite, including Word, Excel, Outlook and Internet.
- Excellent and professional telephone manners, interpersonal skills, confidentiality.
- Ability to work effectively with Diocesan employees, departments heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and make responsible judgment calls.
- Ability to respect confidentiality and consistently exercise discretion and good business judgment
- Ability to forge a mutually respectful partnership with their supervisor, co-workers and clients.
- Catholic Charities employees will be provided with the training to develop an understanding of and sensitivity to cultural differences. This sensitivity includes but is not limited to specific cultural and ethnic groups, religious differences, various socio-economic groups and those living alternative lifestyles.
- Ability to work independently, set priorities and make decisions with minimal supervision.
- Knowledge and support of Catholic Church teachings
- Florida Driver's License with excellent driving record

Physical Requirements:

- Job demands may require extended hours from time to time
- Ability to work closely with others and alone.
- Willingness to respond to emergency situations without notice
- Willingness to prioritize and respond to the needs of potential clients
- Occasional light lifting and carrying of under 15 pounds
- Occasional moderate carrying and lifting of 15 – 44 pounds
- Frequent use both hands and fingers (i.e. typing)
- Frequent extended periods of sitting
- Occasional periods of standing, kneeling and climbing
- Occasional ability of minimal hearing (i.e. driving) and routine hearing (i.e. listening to others in conversation)

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Reviewed/Approved By:

CEO-Executive Director: _____ Supervisor: _____ Human Resources: _____

Hand delivered on _____, by _____ (Supervisor)
to _____ (Employee).

I acknowledge receipt of and understand of my job responsibilities as outlined in this job description.

Signed: _____ (Employee) Date: _____

Signed: _____ (Supervisor) Date: _____

Copies: Supervisor, Employee

Original: Human Resource