



Refugee Women's Alliance (ReWA) is a nationally recognized multiethnic nonprofit organization that provides award-winning services to refugee and immigrant women and their families in King and Snohomish Counties.

Job Description

POSITION TITLE:	Family Empowerment Program Receptionist
DEPARTMENT:	Family Empowerment Services
REPORTS TO:	Family Empowerment Program Manager
STATUS/PAY:	Non-exempt Regular Part Time (20 hrs/wk)
PURPOSE:	The Receptionist will provide general receptionist and office support with a variety of clerical activities and related tasks. This position will be responsible for answering and directing calls, mail distribution, flow of correspondence, requisition of supplies, and other clerical duties and providing outstanding service. This position requires excellent customer service.

Responsibilities

1. Answer calls, take messages, and direct calls and messages to the appropriate staff. Record names, phone numbers and reason a client is calling for as well as referral services offered on the phone. When ESL clients call to be excused from class, record their names and reason for missing their class and pass the information to their respective teachers.
2. Greet clients and visitors, have them sign in and connect them with appropriate staff. Provide excellent customer service.
3. Perform filing, prepare, and organize administrative files and client files for case managers and ESL teachers.
4. Keep inventory of office supplies and equipment, monitor, and report general office maintenance issues to office coordinator.
5. Develop a strong knowledge of programs and services that ReWA provides. Keep up to date ReWA employee directories, and regularly share with staff.
6. Maintain brochures and community resource flyers in the front office.
7. Update SeaTac office phone greeting with current staff extension numbers regularly.
8. Help with translation and interpretations.
9. Send faxes and distribute incoming fax and mail.
10. Maintain Information and referral record in spreadsheet.
11. Consistently update office in and out board.
12. Cleans and maintains the order of reception area.
13. Replenish and refill printers and perform other clerical receptionist duties such as filing, photocopying, collating, faxing.
14. Solicit and record office supply inventories and report to office coordinator.
15. Other duties as assigned.

Refugee Women's Alliance is an Equal Opportunity Employer.

MINIMUM QUALIFICATIONS:

- AA in Human Services or Education and two years professional experience in an office environment field or an equivalent combination of education and experience.
- Proven ability to provide high-quality tracking and reporting system.
- Experience in excellent customer service.
- Strong verbal and written English skills, and bilingual in Arabic, Farsi, Somali, Tigrigna, Nepali, Amharic, Burmese, Oromo, or any other languages spoken by immigrant and refugee
- Excellent organizational skills.
- Ability to work independently and as part of a team.
- Demonstrated computer skills including knowledge of database, word processing and e-mail programs.
- Knowledge of welfare system, local job market trends, and employment and training services is a plus
- Ability to communicate effectively, both verbally and in writing, with individuals from diverse cultural backgrounds.
- Respect for others' experiences, opinions, language, values, culture, and knowledge.
- Commitment to teamwork and collaboration.
- WA state driver's license and a car.

BENEFITS: Medical, dental, vision, life insurance, LTD vacation, sick leave, paid holidays, and 403(b) plans

CLOSING DATE: Open until filled.

FOR CONSIDERATION:

https://workforcenow.adp.com/jobs/apply/posting.html?client=rewa&cclid=19000101000001&type=JS&lang=en_US

Refugee Women's Alliance is an Equal Opportunity Employer.