



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 OPENING**

**POSITION TITLE:** Family Empowerment Program Receptionist - Kent  
**REPORTS TO:** Senior Director Family Empowerment  
**STATUS:** Full Time (37.5 hours per week)

### **SUMMARY:**

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, greeting and connecting participants with resources, mail distribution, requisition of supplies, and other clerical duties. This position requires excellent customer service.

### **ABOUT REWA:**

ReWA promotes inclusion, independence, personal leadership, and strong communities by providing refugee and immigrant women and their families with culturally and linguistically appropriate services. ReWA advocates for social justice, public policy changes and equal access to services while respecting cultural values and the right to self-determination.

Our clients come from more than 70 countries across the globe, including Africa, Southeast Asia, and the Middle East. ReWA provides social services to every member of a refugee or immigrant woman's family, from infant to senior. These services, delivered in more than 50 languages and dialects, are designed to make a long-lasting impact in our clients' lives and help them thrive in the Puget Sound community.

## **RESPONSIBILITIES:**

- Answer calls; take messages, and direct calls and messages to appropriate staff. Record names, phone numbers and reason a client is calling for as well as referral services if 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.
- Greet clients and visitors, have them sign in and connect them with appropriate staff.
- Perform filing, preparing, and organizing administrative files and client's files for case managers and teachers.
- Maintain office supplies and equipment, report general office maintenance issues to office coordinator.
- Have a strong knowledge of programs and services that ReWA provides.
- Maintain ReWA employee and department directories.
- Maintain brochures and community resource flyers in the front office.
- Help with creating and filing participant files.
- Update Kent office phone greeting with current staff extension numbers regularly.
- Help with translation or interpretation.
- Send faxes and distributes incoming fax and mail.
- Maintain Information and referral record in spreadsheet.
- Consistently update staff in and out board.
- Clean and maintain the order of reception area.
- Replenish and refill printers and perform other clerical receptionist duties such as filing, photocopying, collating, faxing.
- Solicits and records office supply inventories and reports to office coordinator.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS:**

- Proven ability to provide high-quality tracking and reporting system.
- This position requires excellent customer service.
- Strong verbal and written English skills, and Bilingual
- 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 market trends, and employment and training services.
- 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 vehicle insurance

**BENEFITS:** Medical insurance, dental insurance, life insurance; Long Term Disability; 403(b) retirement savings plan; paid vacation, holidays, and sick leave

**TO APPLY:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=rewa&cclid=19000101\\_000001&type=JS&lang=en\\_US](https://workforcenow.adp.com/jobs/apply/posting.html?client=rewa&cclid=19000101_000001&type=JS&lang=en_US)

ReWA is committed to a diverse candidate pool, values and inclusive workforce and workplace environment and wishes to minimize or eliminate the impact of implicit bias during the search and hiring process. Women, minorities, and other underrepresented groups are especially encouraged to apply.

**BACKGROUND CHECKS:**

ReWA is committed to providing a safe and secure staff and client environment. Employment at ReWA is contingent upon a successful background check on each new employee. Candidates to whom an offer of employment is made will be required to sign a Release of Information Form authorizing ReWA to conduct a thorough background check

**CLOSING DATE:**

Open until filled

**EQUAL OPPORTUNITY EMPLOYER**

ReWA is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, family or parental status of any other status protected by the laws or regulations in the locations where we operate.

