



CHIRLA
Coalition for Humane
Immigrant Rights

JOB DESCRIPTION

POSITION: Receptionist

SALARY: \$17.31/hour

TYPE: Full-time regular with benefits for our Los Angeles Office

REPORTS TO: Director of Administration

CLOSING DATE OF THIS POSITION: Open Until Filled

The Coalition for Humane Immigrant Rights (CHIRLA) is a non-profit organization founded in 1986 to advance the human and civil rights of immigrants and refugees in Los Angeles. As a multi-ethnic coalition of community organizations and individuals, CHIRLA aims to foster greater understanding of issues that affect immigrant communities, provide a neutral forum for discussion, and unite immigrant groups to more effectively advocate for positive change. CHIRLA's programs include coalition-building, advocacy around issues affecting immigrants and refugees, community education, service provision, and organizing and leadership development.

POSTION SUMMARY:

The Receptionist will manage the front desk on a daily basis and perform a variety of administrative and clerical tasks. The Receptionist will provide high quality administrative support services in a friendly, creative, organized and professional manner.

DUTIES AND RESPONSIBILITIES:

- Greet and welcome guest as soon as they arrive at the front desk in a friendly and professional manner;
- Answer, screen and forward incoming phone calls appropriately;
- Check and route calls from general voice mailbox;
- Ensure reception area is tidy and presentable, with all necessary stationary and material (eg. Pens, forms, brochures, etc.);
- Provide basic and accurate information in-person and via phone/email;
- Create/Remove staff mail boxes as necessary;
- Receive, sort and distribute and maintain record of daily mail/deliveries;
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor general sign-in sheets and volunteer sign-in sheets);
- Coordinate use of conference room space and maintain schedule;
- Play CHIRLA's Informational Videos for clients waiting in the lobby;
- Manage the sign-in sheets for all visitors, clients and volunteers;

- Collect membership applications & enter information on SalesForce;
- Support CHIRLA's fundraising goals including annual fundraising drive and GALA activities;
- Perform other clerical receptionist duties and responsibilities as assigned.

SKILLS AND QUALIFICATIONS:

- Proven skills as a Receptionist, front desk Office Representative or similar role;
- Experience with a multi-line switchboard;
- Pleasant and clear telephone manner
- Excellent interpersonal and communications skills;
- Excellent computer skills including knowledge of Microsoft Office programs;
- Proficiency in Microsoft Office, especially Excel, Word and Gmail
- Proven record of reliability and timeliness;
- Demonstrated flexibility and ability to work well under pressure;
- Must be able to communicate information and ideas clearly, and concisely and in a manner that shows sensitivity, tact and professionalism;
- Ability to maintain and respect confidentiality
- Minimum 2-3 years' experience in a professional setting;
- Extremely well organized and systems oriented;
- Strong commitment to immigrant rights and social justice;

To apply, send resume and cover letter to: jobs@chirla.org

Subject Line should read: **Receptionist**