



A voice and a hub for the Latino community
as we advocate on behalf of our people
and work to achieve social justice.

Job Description

Position Title: RECEPTIONIST/INFORMATION & REFERRAL ASSISTANT

FLSA Status: FULL TIME, non-exempt

Department: Federal Way Facilities

Reports to: Housing and Economic Development Director

Pay Range: \$22 - \$25

MISSION STATEMENT:

As an organization grounded in the Latino community of Washington State, it is the mission of El Centro de la Raza (The Center for People of All Races) build the Beloved Community* through unifying all racial and economic sectors; to organize, empower, and defend the basic human rights of our most vulnerable and marginalized populations; and to bring critical consciousness, justice, dignity, and equity to all the peoples of the world.

JOB SUMMARY:

The Receptionist/Information & Referral Assistant serves as the front desk receptionist of El Centro de la Raza's Federal Way office. The Receptionist/Information & Referral Assistant also provides referrals to internal or external programs as needed. They will also **be in charge** of overseeing the office and site management in Federal Way. This position will be in our Federal Way office. This job description is not designed to contain a comprehensive listing of all regular activities, duties or responsibilities that may be required. Duties, responsibilities and activities may change at any time with or without notice. Requires a 6 month evaluation period.

ESSENTIAL QUALIFICATIONS:

- A.A. degree.
- Bilingual Spanish/English
- Five years of work experience in an office environment and adherence to office protocol.
- Must possess strong written and oral communication & coordination skills.
- Maintains a valid driver's license and proof of insurability

ESSENTIAL FUNCTIONS:

- Serves as the receptionist/front desk. Greets and provides customer service to participants and visitors.
- Conducts intake and/or screenings with potential program participants to assess their needs via phone and/or in-person.
- Develops and updates a comprehensive list of referrals and other resources for visitors and participants.
- Answering a high-volume amount of calls from community participants requesting information and services as well as responding to high volume-email and voicemails.
- Coordinates referrals and maintains quality inter-agency relationships on behalf of El Centro de la Raza and its participants. Promotes and maintains effective relationships with community partners and El Centro de la Raza.
- Ensure functionality of necessary office equipment, and coordinate with IT department to resolve any issues with equipment.
- Maintain the office condition and arrange necessary repairs.
- Maintain weekly staff log.

- Liaise with facility management vendors, including cleaning and landscaping maintenance.
- Performs administrative duties including developing and updating office procedures, sorting mail, inventory of office supplies, program information, staff lists, calendars and schedules and other duties.
- Maintains files, documents and records organized, including electronic records.
- Specials projects as assigned.
- Participate in the center's staff meetings, one-on-one meetings with the supervisor.
- Commitment to mission, respect for the work of our nonprofit partners, commitment to providing exemplary service to our clients.
- Ability to work collaboratively and effectively with internal and external staff.
- Exercises problem solving, skillful organizing and multi-tasking.
- Demonstrates ability to maintain composure and work effectively in stressful situations.
- Must be able to maintain a neat and orderly work area.
- Ability to work cooperatively in a high-volume, fast-paced environment, and work well under pressure.
- Must be able to maintain confidences and handle highly confidential materials.
- Must perform in a professional manner at all times.
- Perform other duties and responsibilities as assigned.

SKILLS/TECHNICAL KNOWLEDGE:

- Computer proficiency, including Microsoft Office Suite
- Valid driver's license required.
- Strong computer skills in Microsoft Windows & Excel.

WORKING CONDITIONS:

Edit as necessary. Works in a general office environment and a classroom environment at EL Centro de la Raza. Works a minimum of 40 hours per week. May require a flexible schedule. May work different hours on different days. May require some local travel.

- Remote work eligible: While the majority of the work is onsite, remote work is available based on quarantine procedures, weather or pre-approved schedule.
 - El Centro reserves the right to change any or all conditions under which this position is permitted to work remotely or withdraw permission to work remotely with or without advance notice.

PHYSICAL REQUIREMENTS:

- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis
- Ability to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead
- Ability to operate telephone, desktop or laptop computer
- Ability to lift up to 40 lbs

Equal Employment Opportunity and Accommodation Statement:

El Centro de la Raza provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color,



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religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the requirements of the position. El Centro de la Raza will attempt to satisfy requests as long as the accommodation needed is a reasonable and no undue hardship would result.

Contact Information

**To apply for this job please send your resume, cover letter and our employment application to:
Miguel Maestas, Director of Housing & Econ Dev. mmaestas@elcentrodelaraza.org**

Please go to the El Centro de la Raza website to download a copy of our [Employment Application](#).

REV: 05/2022