



JOB DESCRIPTION FOR RECEPTIONIST POSITION

Position Title: Receptionist
Location: Burien, WA
Hours: Full-time

Colectiva Legal del Pueblo (CLP) is hiring for a full-time Receptionist (front desk administrator). Our immigration services include U-visas, Asylum and family petitions as well as representing clients in detained and non-detained removal proceedings. *Although our staff is partially working from home, with limited in-person, socially distanced services by appointment at our Burien office, this position requires daily in-person attendance. Hours will be Monday through Friday 9am to 5pm. Proof of Vaccination against Covid 19 required in accordance with King County Vaccine Mandate.*

MISSION

Colectiva Legal del Pueblo is a non-hierarchical collective organization founded for and by undocumented immigrants working to build community leadership and power for migrant justice through legal advocacy and education.

ORGANIZATIONAL DESCRIPTION

CLP was founded in November 2012 by a group of undocumented community organizers, activists and immigration attorneys who recognized the need to create an organization that provides legal support while building community power for migrant justice. We provide legal advocacy, community education, and support to immigrant communities, as well as legal support, in general.

SUMMARY OF POSITION:

I. Reception Duties

- A. Coordinate day-to-day front office functions including opening and closing office, answering and routing incoming calls, greeting and assisting clients, guiding clients through intake process etc.
- B. Maintaining daily call log and notifying corresponding staff members
- C. Checking and responding to social media messages and notifying corresponding staff members
- D. Maintain case management software (Cerenade) with updated client/case information, e.g. setting notice reminders, change addresses and phone numbers, etc.
- E. Mail clients interview notices, court hearing notices, approved work permits and or social security cards, etc.
- F. Scan daily mail and upload to team drive

- G. Weekly reception report at legal team meeting
- H. Receive and log incoming checks/payments from clients/funders and mail out outgoing checks
- I. Dropping off all mail to the post office and checking P.O. box daily.

II. Client Engagement Duties

- A. Communicate and advocate for the needs of clients to staff and other community partners when appropriate
- B. Keep informed about community resources to provide clients and non clients as needed
- C. Maintain strict confidentiality of all information, records, contracts and resources
- D. Send invoices to clients over regular mail, email or text, monthly

KNOWLEDGE, SKILLS AND ABILITIES

- A. Demonstrated commitment to immigrant rights and social justice issues, and CLP's organizational values, which can be found on the website
- B. Fluency in Spanish and English required, both oral and written communication
- C. At least 6 months experience working in similar office role preferred, including the ability to handle a busy office including answering phones, greeting clients and dealing with clients in crisis
- D. Prior experience in an immigration law setting preferred
- E. Ability to work cooperatively with others both within the organization and in the community
- F. Willing to work in a collective environment with consensus-based decision-making
- G. Desire to invest in CLP's growth and development

COMPENSATION

Salary is currently \$63,000/year plus annual cost of living salary increases (starting January 1, 2022 the salary will be \$66,906/year). As a nonhierarchical collective, all employees, regardless of their position, start at the same salary, with cost of living increases each year and additional increases at an employee's two-year and four-year anniversaries. Benefits package includes health and vision insurance, professional development & membership fees, and generous paid time off, vacation and sick leave.

TO APPLY

Please send resume, cover letter, responses to the questions below, and list of three references to jobs@colectivalegal.org with "Receptionist Application" in the subject heading. Full consideration will be given to those who apply by January 7, 2022 but applications will be accepted on a rolling basis until the position is filled. No phone calls please.

SUPPLEMENTAL QUESTIONS

Please answer the following questions:

1. Why do you want to work for Colectiva Legal del Pueblo? What draws you to this work?
Answer in 500 words or less.
2. How do you define social justice and what is the role of community organizing in social

Justice work? Answer in 500 words or less.

3. What does working in a collective mean to you? Answer in 500 words or less.

COMMITMENT TO DIVERSITY

CLP is an equal opportunity employer committed to diversity. We provide equal employment opportunities to all qualified employees/applicants in all of our employment practices without regard to race, religion, color, sex or gender (including gender identity, pregnancy, childbirth, lactation), sexual orientation, national origin, ancestry, age, marital status, medical condition, physical or mental ability, or any other basis protected by law.

We encourage applications from people of color, immigrants, women, people with disabilities, members of the LGBTQ community and other traditionally underrepresented groups.