



PT Front Desk Receptionist

OUR ORGANIZATION

The Immigrant Law Center of Minnesota (ILCM) is Minnesota's premier provider of comprehensive immigration legal services to low-income clients of all nationalities. ILCM is a 37-person office with five locations in the State of Minnesota (including two Saint Paul offices and offices in Moorhead, Worthington, Austin), and one location in North Dakota. ILCM has been in operation for over 27 years, and is funded through individual, law firm, corporate, United Way, foundation, and local, state, and federal government support. ILCM's annual budget is currently \$3.7 million.

OUR MISSION

The mission of ILCM is to enhance opportunities for immigrants and refugees through legal representation for low-income individuals, and through education and advocacy with diverse communities. Our goals are to:

- *Remedy legal problems* by providing quality immigration legal services to low-income immigrants and refugees of all nationalities.
- *Prevent legal problems* by providing law-related education to immigrants and refugees of all nationalities.
- *Raise public awareness* of immigration issues to encourage sound public policy that protects the universal human rights of immigrants and is both compassionate and practical.

OUR VALUES

ILCM's values are grounded in respect for and partnership with our immigrant and refugee clients. Our values include:

- We bring our full legal passion, dedicated attention and highest quality service to our low-income immigrant and refugee clients and their families.
- We value relationships with the communities we serve and seek to express their full potential and contributions through our work together.
- We work with excellence and integrity.
- We believe in taking action to make immigration systems work for all.

THE ROLE

Job Title: Receptionist

Location: Saint Paul

Type: Part-time

PRIMARY DUTIES & RESPONSIBILITIES:

The Receptionist is the initial contact person for clients, staff, and all visitors to the Immigrant Law Center of Minnesota. This position is responsible for providing professional, courteous, and effective service in addition to other general office functions. On the back-end, this position will also support data entry and processing. The Receptionist will report directly to our Operations Manager.

Responsibilities will include:

- Answer all incoming calls during scheduled office hours and handle caller inquiries or provide referrals whenever possible or redirect calls as appropriate.
- Greet, assist, and/or direct visitors.
- Receive payments (cash, money order or personal check) and provide receipts.
- Receive, direct, and relay telephone messages, faxes, and general office emails.
- Process incoming mail, date stamping, and distributing all general correspondence.
- Maintain a welcoming and organized reception area, including stocking of informational materials.
- Maintain an organized and up-to-date mailbox and administrative forms area.
- Maintain office/kitchen supplies inventories.
- Placing online orders for supplies and equipment.
- Deliver outgoing mail to the mailbox each day.
- Maintain office copiers including restocking of paper, coordination of repairs with vendor, and changing toner.
- Support with requests to send or retrieve files from storage.
- Coordinate customer support with vendors, including submitting tickets regarding any tech issues (i.e., issues with phone system, copiers, and postage meter).
- Complete monthly reconciliations of client documents and filing fees to ensure accuracy and strong internal controls.
- Complete regular data entry as needed or requested by management.
- Complete other administrative tasks as assigned.

QUALIFICATIONS | KNOWLEDGE, SKILLS & ABILITIES:

- High school diploma or equivalent.
- Previous experience in professional administrative support or customer service.
- Fluent in both Spanish and English.
- Proficient in all Microsoft programs including Word, PowerPoint, Excel, Outlook, Teams and SharePoint.
- Must easily learn database programs that organize client and/or contact information.
- Detail-oriented and able to meet deadlines.
- Able to manage multiple tasks and projects simultaneously.
- Experience with office equipment, including copiers and telephone systems.
- Excellent interpersonal communication skills and relationship building skills to effectively work with a variety of people and personalities, including developing relationships with clients, partnering agencies, Board members, volunteers, independent contractors, and staff.
- Able to communicate clearly in person and in writing.
- Understand and display high levels of internal and external customer service, with excellent listening skills.
- Ability to plan, prioritize, coordinate, and manage your own work.

- Able to work unsupervised and solve routine problems independently, effectively, and creatively.
- Applies effective time management skills in order to meet all deadlines.
- Works with a proactive, ownership approach to work and operates with a sense of urgency.
- Work as an effective and proactive team-player; understand the importance of supporting coworkers.
- Understands confidential nature of organization information and maintains confidences.

COMPENSATION & BENEFITS

ILCM is proud to offer a competitive compensation package which includes an hourly compensation between \$16.00 & \$19.00 per hour (DOE).

If a full-time is available for this position, FT staff received the following benefits:

- Paid-time-off (PTO) that increases based on tenure but starts off with 20 days per year
- Holiday leave, including 11 holidays & the week between Christmas Eve & New Years Day
- Health benefits including:
 - Medical insurance through Medica: ILCM currently pays 90% of the employee & dependent portion of premiums and 80% for spouses/domestic partners
 - Dental insurance through Delta Dental: ILCM currently pays 65% of the employee and dependent premiums
 - Vision insurance through Avesis: 100% employee paid
- Flexible Spending Account (FSA): ILCM currently contributes \$500 per year regardless of whether the employee is enrolled in ILCM's health plan
- Life, Short/Long-term Disability Insurance through Reliance with the option to buy up voluntary life insurance
- SIMPLE IRA Retirement Plan w/employer match of up to 3% of the employee's compensation
- A remote connectivity stipend of \$50/month

Please note that all benefits programs are governed by plan documents. In the event of any conflicts, the plan documents will govern.

HOW TO APPLY

Please send a letter of interest and resume to: hr@ilcm.org. Open until filled. Qualified candidates will be contacted on a rolling basis for an initial screening call and will be offered more information on the rest of the process then.

Not sure you meet all the qualifications? Let us decide! Research shows that members of under-represented groups tend to not apply to jobs when they think they may not meet every qualification, when, in fact, they often do! We are committed to creating a diverse and inclusive environment and strongly encourage you to apply.

For more information, please visit our website: <https://www.ilcm.org/>

ILCM is an equal opportunity employer and is committed to providing a work environment that is free from harassment and discrimination. ILCM provides equal opportunity to all applicants for employment in accordance with all federal, state, and local laws and will not refuse to hire any qualified individual, or otherwise discriminate against any individual by reason of an employee's race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, status with regard to

public assistance, or any other characteristic protected by law. ILCM is committed to providing all reasonable accommodations required by law to qualified individuals with disabilities who are applicants for employment and/or who are employed at ILCM.