

JOB TITLE: Front desk Receptionist, Level 1
TYPE: Regular Part-time, Nonexempt
SUPERVISOR: Office Manager
SUPERVISEE(S): None

Description:

The Front Desk Receptionist is the first impression guests have of International Institute. This essential role must be personable and patient with the diverse clientele we serve. Receptionist will work approximately 15 - 20 hours per week, Monday-Friday including 1 evening a week, and occasional weekends.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Welcome and assist clients, both in person and by telephone and email
- Promote International Institute of MN (IIM) programs and activities
- Copy IIM promotional materials
- Assemble and distribute USCIS (immigration) forms and answer basic questions about the forms and their procedures.
- Take passport and immigration photos using a digital camera.
- Complete miscellaneous administrative tasks for staff such as but not limited to: data entry, copying, faxing, typing, mailing and maintaining appointment calendars.
- Operate cash register and credit card machine. Handle and process various forms of payment
- Process outgoing mail, distribute incoming mail to correct employees
- Complete opening and/or closing procedures and set/disarm security alarm (as schedule requires)
- Lifting or moving items weighing up to 50 lbs.
- Participate in the annual Festival of Nations
- Other special projects and duties as assigned

EXPERIENCE AND QUALIFICATIONS:

- Experience in customer service with ethnically diverse clientele
- Excellent computer skills
- Proven English communication skills, both written and verbal
- Basic math skills, such as calculating fees.
- Ability to multitask work in a busy environment with multiple diversions
- Has a demonstrated commitment to the International Institute of Minnesota's mission and vision.
- Self-starter, patient, flexible, professional, and able to work autonomously.
- Ability to speak Somali, Karen or Spanish highly preferred
- Availability to work occasional evenings and weekends

To Apply:

Submit cover letter and resume to Corleen Smith, Office Manager, via email csmith@iimn.org.
No phone calls or walk-ins, please. Deadline to submit resume Friday, November 24, 2017.