



Job Title: Front Desk Receptionist

Department: Administration

Reports To: Director of Operations and Economic Empowerment Programs

FLSA Status: Regular, Part Time, Non-exempt

Hourly Wage: \$17.00 per hour

Prepared Date: 8/17/2022

Organization Description:

The International Institute of Minnesota (the Institute) is an innovative organization with talented staff who are mission-driven and collaborate with one another in their work serving New Americans. Since 1974, the Institute has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped nearly 15,000 New Americans achieve U.S. citizenship since 2001. In the past decade, the Institute experienced exponential growth, establishing the organization as an expert in education and workforce development for immigrant and refugee communities. With more than 21 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, and the programs continue to be in demand and important abroad and in Minnesota.

Purpose:

The Front Desk Receptionist is the first impression guests have of the Institute. For our diverse clients, students, and supports this first point of contact is personable, knowledgeable, and patient. The Institute is completing a \$12.5 million capital campaign to expand the facility to serve 500 additional participants and expand our sought-after services. This position will enjoy an active work environment while welcoming the community back to our newly remodeled facility.

Duties and Responsibilities:

- Create a welcoming environment for each client, student, and visitor to IIM.
- Promote and maintain knowledge of all IIM programs and activities.
- Operate VOIP (phone) system in a professional manner, provide answers, when possible, conduct follow-up calls or take messages when needed.
- Order and maintain IIM office supplies for all staff.
- Assist with delivery of all office supplies and agency donations.
- Operate and program cash register and credit card machine. Calculate fees, handle, and process various forms of payment.
- Process outgoing mail and distribute incoming mail. Operate and program postage machine and order related supplies.
- Ensure reception and lobby area is clean, presentable, and welcoming.
- Maintain office security by following safety procedures and controlling access to employee-only areas.
- Complete opening and/or closing procedures and set/disarm security alarm (as schedule requires)

- Complete miscellaneous administrative tasks for staff such as but not limited to: data entry, copying, faxing, typing, mailing and maintaining appointment calendars.
- Substitute for another front desk receptionist as needed.
- Prepare technology and building space for special events and rentals.
- Prepare and submit reports to Finance Dept. such as office supplies, postage, and bus pass.
- Attend all-staff meetings and professional development opportunities.
- Assist in the development and expansion of Institute mission and goals
- Operate digital camera for instant immigration and passport-style photos.
- Other duties as assigned

Requirements:

- Fully vaccinated for COVID-19
- Excellent English communication skills, both written and verbal
- Proficient in Microsoft Office Suite
- Basic math skills
- Strong attention to detail and able to work in a busy environment with multiple diversions, while prioritizing tasks
- Proven experience with ethnically diverse clientele in a customer service environment
- Patient and values multicultural perspectives and experiences.
- Proven communication skills in a second language, vital to the clients served (Amharic, Arabic, Pashto, Dari, Karen, Oromo, Spanish, Somali, Ukrainian, etc.)
- Demonstrated commitment to the mission and vision of IIM and its cross-cultural community.

Physical Demands:

- Use of manual dexterity, tactile, visual, and audio acuity.
- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands.
- Occasional lifting (up to 25 pounds), bending, pulling, and carrying.

Schedule:

The afternoon shift is 12:30p.m. - 5:15p.m. Monday – Friday.

EEO Statement:

International Institute of MN is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To Apply:

Former refugees, New Americans, and people of color are highly encouraged to apply. Send cover letter and resume via email to Tanya Battista at tbattista@iimn.org. Position opened until filled. No phone calls or walk-ins please. References will be required at time of the final interview.