

# EMERALD ISLE IMMIGRATION CENTER

February 12, 2009



## WOODSIDE, QUEENS

59-26 Woodside Avenue  
Woodside, NY 11377  
(718) 478-5502  
Fax: (718) 446-3727

## WOODLAWN, BRONX

4275 Katonah Avenue  
Woodlawn, NY 10470  
(718) 324-3039  
Fax: (718) 324-7741

<http://www.eiic.org>

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## **FULL-TIME BILINGUAL RECEPTIONIST – JOB DESCRIPTION** **Woodside, Queens office**

### **SUMMARY OF POSITION:**

To screen all walk-in visitors and telephone callers; direct all clients to the appropriate counselors. Ensure the orderly functioning and general appearance of the office. To maintain lobby bulletin board and provide clerical assistance.

### **QUALIFICATIONS:**

1. Professional but courteous telephone manner and excellent people skills
2. Ability to handle multiple tasks in busy office
3. Basic knowledge of immigration matters and/or willingness to learn
4. Basic typing and computer skills; knowledge of Microsoft Word, Excel, Access and knowledge of internet is helpful.
5. Self starter

### **RESPONSIBILITIES:**

#### **A: CLIENT ASSISTANCE**

1. Greet and screen all visitors to the office, direct client to the appropriate counselor
2. Screen all callers and direct to the appropriate counselor.
3. Maintain Appointment Books for all counselors
4. Maintain lobby bulletin board

5. Ensure telephone system is turned on each night and message is current and appropriate and that messages are collected and distributed each morning.
6. Maintain adequate supplies of frequently requested documents and forms.
7. Maintain appointment books, place reminder telephone calls to clients and volunteers, and ensure that there are adequate supplies for volunteers.
8. Assist with client contact and follow-up to inform them of immigration notices and appointments under the direction of an immigration counselor.

#### B: OFFICE ASSISTANT

1. Maintain overall neatness of office, including lobby and kitchen areas.
2. Monitor Kitchen Supplies and replace items as needed.
3. Ensure all mail is stamped and mailed at close of each business day.
4. Distribute mail.
5. In consultation with Deputy Director, ensure lunchtimes are covered at all times.
6. Be proactive in identifying shortage, problems, or other issues requiring the attention of the Deputy Director or other staff members.
7. Assist with photocopying, faxing, scanning and mailing upon request.
8. Assist the Executive Director and Deputy Director with fundraising events upon request.
9. Report directly to the Bilingual Immigration Counselor.

#### C: OTHER

1. Keep privileged information confidential and represent the EIIC in professional circles and before public in a manner that shall at all times enhance the creditability of the EIIC.
2. Work cooperatively and productively to fulfill the EIIC's goals and objectives
3. Complete work in a timely and professional manner.
4. Perform other duties as requested.

Salary based on experience, starting at \$12.00 per hour.

Please e-mail cover letter, resume and references to [jstahl@eiic.org](mailto:jstahl@eiic.org).

