



Position: Bilingual Receptionist
Revised: September 6, 2017
Hours: 30 hours/week (with possibility of up to 40)
Salary: \$12.00-\$14.00 range (depending on experience)
Reports to: Assistant Director

Overview

The receptionist helps our organization accomplish our goals by connecting clients to culturally relevant services at Centro Latino Americano or in the community. This position requires a bilingual individual who is able to communicate (read, write and speak) effectively in both English and Spanish.

Organizational Description

Centro Latino Americano is a non-profit, community-based organization that serves the Latino community of Lane County by providing social services, facilitating access to community services and advocating for the fair treatment. Centro maintains programs that provide direct service (addictions counseling, mental health therapy, mentoring, and basic needs assistance) as well as providing referrals and links to other community services.

Position Description

The Bilingual Receptionist will:

- Represent Centro Latino Americano to the public;
- Maintain a high level of professionalism and integrity;
- Greet visitors, answer inquiries and direct clients to appropriate services;
- Understand all services and resources available at Centro Latino Americano;
- Prepare, file, scan and generate documents as needed;
- Process and record payments for services provided and submit to Chief Operations Officer;
- Coordinate incoming and outgoing mail;
- Schedule all appointments for the social services team and support other departments with scheduling on an as needed basis;
- Support the Assistant Director with volunteer coordination;
- Organize and distribute staff meeting agendas;
- Clean and maintain the reception area;
- Create and distribute a monthly newsletter;
- Other duties as assigned by the Assistant Director.



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Position Requirements

Minimum Qualifications:

Knowledge of:

- Administrative and clerical tasks and duties;
- Community resources in Lane County;
- Office technology and equipment operation;
- Data entry.

Ability to:

- Manage multiple demands and multitask in reception;
- Work in a fast-paced environment;
- Create and revise grammatically correct correspondence and documents;
- Manage time efficiently;
- Guide clients to the appropriate services.

Education & Experience:

- Bilingual in English and Spanish;
- High School Diploma or GED (2 years of higher education experience preferred);
- Experience working in office setting;
- Excellent customer service and telephone skills.
- Proficiency in the Microsoft Office Suite (Word, Excel, PowerPoint, etc.)

Application Procedure

Those interested are asked to submit a resume, completed job application (on our website, www.centrolatinoamericano.org) and cover letter describing how they meet the required qualifications. Please mail, e-mail or drop off applications materials to:

Trevor Whitbread, Assistant Director
944 W. 5th Ave., Eugene, OR 97402
twhitbread@centrolatinoamericano.org
(541) 687-2667

If you have any questions, please e-mail or call Trevor.