

Front Desk and IIRC Assistant

POSITION SUMMARY:

The Front Desk & IIRC Assistant will report to the Immigrant Integration Resource Center (IIRC) Coordinator and will perform duties of greeting visitors, share resources and information with visitors, receive inquiries from public, maintain and organize basic office supplies and resources, and manage physical space.

REPORTS TO: *Immigrant Integration Resource Center (IIRC) Coordinator*

ESSENTIAL FUNCTIONS:

Reception Services

- Maintain a consistent presence at front desk
- Greet visitors to the center
- Receive and respond to inquires via phone and email
- Conduct pre-screening, triage, and schedule appointments for services
- Communicate center and staff availability to inquiring individuals
- Organize and file key documents and forms--- including paper and electronic files

Office Supplies and Resources

- Share informational materials and resources with visitors upon request
- Prepare materials and informational items to share with visitors
- Organize materials and resources that are on display in the center
- Maintain organization and cleanliness of physical space

Assistance with Programs at Immigrant Integration Resource Center

- Provide assistance with logistical procedures related to the signature programs, services, and activities hosted by the Immigrant Integration Resource Center, as needed
- Assist with intake and distribution of food during food pick up hours
- Perform wellness checks with elderly residents over the phone

Other/Miscellaneous

- Other duties, as assigned

REQUIRED QUALIFICATIONS:

The Front Desk Assistant will be thoroughly committed to the Cape Verdean Association of Boston's mission. Concrete demonstrable experience and other qualifications include:

- High School Diploma, or equivalent
- Skills for organization and calendar management
- Ability to clearly and effectively communicate ideas verbally and in written format
- Experience working with community residents across language and cultural difference
- Interpersonal skills and ability to work cooperatively with others

PREFERRED QUALIFICATIONS:

- Associate's Degree
- Fluent and/or proficient in the Cabo Verdean Kriolu language
- Experience working within multiple cultural contexts
- Past experience working in Dorchester, specifically the Bowdoin-Geneva communities

COMPENSATION:

- Hourly rate is \$16 – \$20 dollars per hour
- The position requires 35 hours per week of work