

## **Receptionist**

### **About the Organization**

Canal Alliance exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success. Every day, we work to educate, empower, and support motivated immigrants to better meet their needs—from feeding their families and advancing their education, to learning English and becoming American citizens. Canal Alliance strives for a trauma-informed approach and inclusive culture. We invest in high quality services, professional development, and work-life balance.

### **Position Summary**

Canal Alliance is seeking a receptionist. The receptionist greets clients and visitors and answers and directs incoming calls. This position is the first point of contact for our agency's clients and is a key member of our Canal Alliance team. The receptionist supports the Office Manager in a variety of clerical tasks such as translations, assisting with deliveries, building security and upkeep. This position is responsible for ensuring that clients feel welcomed at our organization. A successful candidate is passionate believer in the ability of immigrants to improve their lives. The receptionist reports to the Office Manager and supports the education team. This is a full-time, non-exempt position. This is an in-person role and requires proof of Covid-19 vaccination. Candidates must live in the State of California. Candidates should have the ability to work the following schedule:

- 12:30pm-8:30pm Monday through Thursday
- 8:30am-5:00pm Friday

### **Essential Functions**

- Provide excellent customer service to every person that comes in contact with the agency by prioritizing actively listening, empathy, respect, and patience
- Be ready to open the door for clients promptly.
- Ensure security by allowing only screened people to enter the building and by making sure door is locked.
- Know and understand the full scope of Canal Alliance's programs and be able to answer questions about our services and how to access them
- Answer incoming telephone calls, determine client need, and direct calls to appropriate staff
- Check phone messages and email regularly and notify supervisor of any critical emergencies
- Ensure volunteers and visitors sign in and out appropriately
- Register clients in Salesforce
- Organize building and room appointments ensuring a seamless building calendar
- Report and work with the Office Manager to ensure building upkeep and efficiency
- Support Office Manager and programs in purchasing office supplies and program supplies and receives deliveries
- Receive snacks, digital devices, and other program materials from clients and ensure they are delivered and stored in the appropriate place
- Creates daily presentations of organizational and community events in English and Spanish to be displayed upon entrance
- Translate documents as needed by supervisor

- Maintain a neat and orderly space
- Supports admin team at events as needed.

#### **Other Responsibilities:**

- Other duties as assigned by supervisor

#### **Requirements**

- **English and Spanish fluency – reading, writing and speaking (REQUIRED)**
- Associate/bachelor's degree or 1 year of experience a receptionist in a fast-paced environment
- 1 year of experience working with underserved populations
- Experience working with Salesforce and/or other CRM (preferred)

#### **Knowledge, Skills, and Abilities**

- Ability to establish positive and cooperative relationships with clients, staff, volunteers, and donors by being culturally responsive, developing a growth mindset, and maintaining confidentiality
- Ability to take initiative, problem solve, and show good judgement
- Ability to function with supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively
- Excellent time management organizational skills with an ability to work quickly, independently, and with attention to detail
- Ability to manage time and create and oversee building scheduling
- Strong technical skills, Microsoft Office Suite (Word, Outlook, PowerPoint, and Excel)
- Ability to be professional and effectively communicate information both verbally and in writing in both English and Spanish
- Ability to manage stressful situations effectively
- Proficiency in Microsoft Office Suite (Word, Outlook, PowerPoint, and Excel)

#### **Compensation & Benefits**

This is a full-time, non-exempt position with benefits. We offer a competitive salary with a benefits package that includes:

- \$26/hour starting
- 3 weeks paid vacation per year
- 12 days of sick leave per year
- 4 Wellness Days per year (one per quarter)
- Paid Birthday each year
- 16 paid holidays per year
- 100% paid employee medical & dental insurance, life insurance, LTD, and EAP.
- 403(b)-retirement plan with employer match of up to 4% after 3 months of employment.
- Voluntary benefits include FSA, vision, life, and pet insurance, as well as coverage for dependents.
- Telehealth for physical and mental health

**Location**

This position is fully on-site at our office in San Rafael requiring 5 days per week in office and attendance at quarterly in-person staff retreats.

**Canal Alliance Equity and Inclusion Statement**

Canal Alliance actively promotes and recognizes principles of fairness, equity and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

**Salary Description**

\$26/hr

**Application Process**

Please apply by clicking this link

<https://recruiting.paylocity.com/Recruiting/Jobs/Details/1924778>