



STRONGER COMMUNITIES. STRONGER AMERICA.

## POSITION ANNOUNCEMENT

**POSITION:** Receptionist

**OPEN:** Immediately

**LOCATION:** Washington, DC

**CLOSE:** Until filled

**CONTACT:** Sonia M. Guerrero

**SALARY:** Commensurate with experience

### BACKGROUND

**UnidosUS**, previously known as NCLR (National Council of La Raza), is the nation's largest Hispanic civil rights and advocacy organization. Through its unique combination of expert research, advocacy, programs, and an Affiliate Network of nearly 300 community-based organizations across the United States and Puerto Rico, UnidosUS simultaneously challenges the social, economic, and political barriers at the national and local levels. For 50 years, UnidosUS has united communities and different groups seeking common ground through collaboration, and that share a desire to make our country stronger. For more information on UnidosUS, visit [www.unidosus.org](http://www.unidosus.org) or follow us on Facebook and Twitter.

### SUMMARY

The Receptionist serves as the face of the organization by welcoming guests and is responsible for directing all incoming calls for the entire UnidosUS staff. The Receptionist handles general administrative duties and reports to Human Resources. Responsibilities include supporting the facilities and office coordination, and special projects. Success in this role requires a high level of initiative, organization, close attention to detail, strong interpersonal skills, and a pleasant and welcoming personality. This is a full-time non-exempt position under the general oversight of the Human Resources Generalist.

### RESPONSIBILITIES:

- Greet UnidosUS callers, determine nature and purpose of call, and direct them to specific destinations.
- Answer, screen, and transfer all incoming calls to appropriate employee and/or take messages. Determine most appropriate answers to questions from callers or members of the public. Retrieve messages from general voice mail and forward to appropriate personnel.
- Manage difficult or emotional caller situations discreetly and confidentially, listen carefully and professionally resolve complaints from public.
- Receives and coordinates deliveries from UPS, Fed-Ex, DHL and others, directing them appropriately.
- Partner with concierge, security, and maintenance for the overall safety of the building.
- Serve as backup for daily visitation and activity log records.

- Serve as backup for Coordinate use of conference rooms with appropriate staff:
- Maintain copies of all conference room requests.
- Maintain reception area, and keeping materials organized.
- Set up systems to ensure that these duties occur routinely and that office can run smoothly.
- Provides administrative support and other duties, as assigned.
- Respond to facilities issues and report to HR Coordinator for resolution.
- Keep management informed of facilities issues and other maintenance activities.

**QUALIFICATIONS:**

- High school graduate and at least 1-3 years of relevant professional work experience.
- Bilingual Fluency in English and Spanish required.
- Excellent communication skills
- Must be friendly and welcoming on phone and in person, with a strong commitment to customer service and problem solving.
- Ability to take accurate phone messages for referral to the appropriate staff member.
- Basic knowledge of and familiarity with Microsoft Office 365(Word, Excel).
- Ability to function effectively under pressure.
- Ability to multi-task and prioritize assignments with efficiency and excellent follow through.
- Reliable job attendance and punctuality required for daily work schedule (core business hours are 8:30am – 5:30pm).
- Professional manner and a demonstrated commitment to quality and accountability.
- Ability to work as part of a team and to coordinate across UnidosUS components.
- Commitment to UnidosUS’s mission and values, and inherent respect and sensitivity for cultural differences.

**SEND COVER LETTER AND RÉSUMÉ TO:**

UnidosUS  
 1126 16<sup>th</sup> Street NW, Suite 600  
 Washington, DC 20036  
 or

hrmail@unidosus.org

Subject Line: Receptionist

Attn: Sonia M. Guerrero

***No phone calls please!***

*EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration without regard to race, color, national origin, marital status, religion, gender, age, disability, sexual orientation, gender identity or expression, personal appearance, family responsibilities, political affiliation, or enrollment in a college, university, technical school, or adult education.*