



Immigrant Welcome Center Associate (Full Time)

The Immigrant Welcome Center (IWC) is the first point of contact for community members visiting the Latin American Coalition (LAC). It is the central hub of the organization, connecting Latino families to the resources available. The IWC Associate assists with a variety of functions –from supervising and training volunteers, client intake, answering phone calls, updating resource lists, translating documents, and making client referrals. This position will be part of the LAC Outreach efforts through its mobile unit. The IWC Associate will report directly to the IWC Manager.

PROFILE

- Fully Bilingual (English/Spanish). Strong verbal and written communication skills in English and Spanish
- A passion and track record of service
- Identifies with the Mission and Vision of the Coalición
- Commitment to collaborative teamwork to achieve common goals
- Ability to work with a variety of audiences (community members in crisis, partner organizations, business clients, internal staff, etc.)
- Exhibits patience, compassion, and respect to clients and maintains client confidentiality
- Excellent problem-solving skills and resourcefulness
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, etc.)
- Solution oriented and reliable

ESSENTIAL RESPONSIBILITIES

- Manage the Immigrant Welcome Center Resource Center: ensure information boards and flyers are neat and organized by topic, resource & referral binders are updated regularly, and the office is welcoming to all visitors
- Volunteer Management: train, manage and collaborate with IWC volunteers
- Client intake: greet clients, assess needs, and provide information for callers and visitors
- Refer clients to LAC programs or partner agencies as appropriate. Example: Loaves and Fishes food pantry, Crisis Assistance, or Legal Services of Southern Piedmont
- Share problem-solving skills with clients
- Translate documents from English to Spanish and Spanish to English, as needed
- Assist clients to fill out forms, use the computer and make phone calls
- Periodically conduct client satisfaction surveys
- Provide feedback to staff about IWC procedures and client services
- Perform clerical and administrative tasks, as needed, such as: updating client database, making copies, sending faxes and other correspondence
- Assist in the development and implementation of special projects and programs (i.e. put up flyers in the community for upcoming LAC programs, develop a new list of resources, participate in a fundraising project, analyze the need in the community, etc.)

LATIN AMERICAN COALITION TEAM MEMBER

- Contribute to the organization's mission and vision
- Participate in organization-wide activities and help to create a sustainable organizational culture
- Evolve with us as we seek to understand better ourselves, our organization, and the community we serve
- Represent the Coalition at community events

BENEFITS

- 12 paid holidays (11 fixed and 1 floating)
- Generous Personal time Off
- Medical insurance
- Employer provided \$25,000 Group Life and AD&D Insurance
- Employer provided Group Short-Term and Long-Term Disability Insurance
- Dental and Vision insurance

*Benefits provided after 60 days of employment

Compensation: \$28,080-\$32,011 depending on qualifications and experience

APPLY

1. Please send resume and a one-page cover letter to Jhparis@mylac.org with IWC associate in the subject line
2. No phone calls or follow up emails. Only complete applications will be considered

The Latin American Coalition does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.