



Employment Opportunity

Multilingual Receptionist (Haitian Creole, Spanish and English)

PLEASE DO NOT APPLY TO THIS POSTING IF YOU DO NOT SPEAK ALL THREE LANGUAGES

Catholic Charities Legal Services, Archdiocese of Miami, Inc. (hereafter “CCLS”) is a non-profit organization that represents low-income immigrants without reference to their race, religion, gender, ethnic group, or other distinguishing characteristics. CCLS has an immediate opening for a multilingual receptionist who will be responsible for providing first-point-of-contact customer service for general inquiries and clients information and maintaining a welcoming environment to the office. Primary duties are operating the main telephone line, taking messages, greeting clients and callers by assessing their needs and directing them to the appropriate parties, sorting correspondence, maintaining client logs, scheduling appointments, and ordering essential supplies. Additionally, the receptionist, occasionally, will be responsible for supporting and replacing the administrative assistant in his/her duties by collecting payments from clients, issuing receipts, preparing cash reports for deposit, and preparing outgoing mail.

Location: Miami Office

Duties & Functions:

- Provide exemplary customer service to visitors, clients, employees, and others who contact CCLS by phone, in person, and by e-mail; assess their needs and direct them to the appropriate parties.
- Foster a sense of hospitality and professionalism with an open-door mannerism.
- Provide callers answers to basic questions on operations, office location and schedules, and/ or document their concerns for escalation to the appropriate party.
- Operate main phone line to relay incoming, outgoing, and interoffice calls.
- Assist all walk-ins and old/new clients and register them.
- Greet visitors, handle inquiries, inform clients about services, direct clients to appropriate staff according to clients need.
- Maintain client logs of the office, and schedule appointments.
- Assist with data entry and file management.

Main Office
28 West Flagler Street, Suite 1000
Miami, Florida 33130
Tel. 305-373-1073

Hollywood Office
6565 Taft Street, Suite 401
Hollywood, Florida 33024
Tel: 954-306-9537



- Coordinate and arrange conferences, meetings, and travel reservations for office personnel.
- Maintain event calendars.
- Receive, log, and process incoming mail for distribution.
- Perform office clerical duties: mailing, typing, filing, copying, and faxing as needed.
- Communicate regarding office maintenance and order essential supplies.
- Support/replace administrative assistant when needed by collecting payments from clients, issuing receipts, preparing cash reports for deposit, and preparing outgoing mail.
- Perform other duties as required, and in the spirit of collegiality, assist the management and staff in any ways needed.

Qualifications:

- Good oral and written Haitian-Creole and Spanish communication skills required.
- Effective oral and written English communication skills, including clear speaking voice, required.
- Good spelling and grammar required.
- At least two (2) years' clerical experience in a customer-service environment; non-profit helpful.
- Demonstrate history and ability to maintain strict confidentiality concerning files and sensitive information.
- Demonstrate a positive, welcoming, and service-oriented disposition.
- Computer literate including ability to type and input data in various programs including Excel.
- Excellent customer service skills, including ability to maintain focus on and professionalism with people in challenging situations, both in person and by phone.
- Ability to multi-task and retain accuracy in an environment of competing deadlines.
- Collaborative work attitude is essential.

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Job Type: Full-Time

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Benefits:

- 403 (b) matching
- Disability insurance
- Flexible schedule
- Health insurance
- Paid time off
- Parental leave
- Professional development assistance
- Retirement plan
- Schedule: Monday to Friday

Salary to commensurate with experience.

To Apply: Send a cover letter and resume to Yenlys Artiles at yartiles@cclsmiami.org

CCLS is an EEOC/AA employer and encourages women and minorities to apply. Our office hires regardless of race, religion, gender, sexual orientation, or ethnicity.

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