

Title: **Temporary Bilingual Receptionist, Immigration Legal Services (Houston)**
Reports To: Managing Attorney
Pay: Starting at \$52,000 plus full GHIRP benefits, Temporary, Full-time (in-person), non-exempt position
Office Hours: Monday through Friday, 8:30am – 5:00pm

GHIRP has outstanding benefits including medical and dental insurance, life insurance, and paid holidays.

Description

GHIRP is an immigration legal services organization with a mission to build a resilient, diverse community by providing comprehensive representation and holistic legal services to immigrants in need. GHIRP is seeking a temporary full-time, **bilingual (Spanish-English)** receptionist to carry out reception and administrative tasks. The receptionist should be highly motivated and capable of working in a dynamic, fast-paced environment, where collaboration is key. The receptionist will play a vital role in the provision of high-quality immigration legal services to our clients. The ideal applicant will have a strong commitment to public interest law and to the empowerment of immigrant communities.

Duties/Responsibilities

- Greet clients at the front desk, answer questions, and direct them to the appropriate program, organizational staff, and/or community resources.
- Manage the front desk and individuals seeking services: answer all incoming calls, maintain the main phone line voicemail box, return messages promptly, and respond to daily emails and text messages. Being accessible and responsive to the community is critical to success in this role.
- Timely notify staff of visitors' arrival via computer or telephone.
- Assist during walk-in days and workshop days by welcoming and guiding participants, managing sign-in sheets, and helping ensure an organized flow of services.
- Pick up and drop off mail at the post office; sort incoming mail and input into the case management system.
- Assist attorneys and legal assistants in contacting and notifying clients of upcoming court hearings, and with other routine correspondence.
- Assist attorneys and legal assistants in confirming and scheduling appointments with prospective clients prior to the date of the appointment.
- Conduct initial screening to schedule potential clients for intakes.
- Maintain and organize case files to ensure they are properly labeled, complete, and accessible.
- Enter case data into internal database and manage client electronic files.
- Maintain inventory of department supplies by monitoring stock levels, identifying missing items, and placing orders monthly.
- Prepare outgoing mail, including photocopying, addressing, sealing and posting materials.
- Provide administrative support in setting up and conducting legal clinics, workshops, and other daily operations.
- Participate in regular peer and supervisor meetings and trainings.
- Perform other duties, activities, and responsibilities, as assigned.

Requirements

- High school diploma (required); Bachelor's Degree preferred; paralegal training or experience in a law office helpful.
- **Excellent oral and written communication skills in both English and Spanish is required.**
- Knowledge of Microsoft Office, including proficiency in Excel.
- Ability to work in a fast-paced environment and manage time and resources.
- Must be reliable and have a professional demeanor.
- Must be able to maintain confidential client information.
- Must be a team player, highly self-motivated, responsive, and have a keen attention to detail.
- Commitment to serving immigrants and sensitivity to the needs of low-income, culturally diverse clients.
- Texas Driver License; clean driving record; own vehicle; applicable auto insurance.
- Willing to submit to drug test and background checks before hire.

This position is fully in-person and will work from the office 5 days a week.

How to apply: Position is open until filled. Applicants should send their Cover Letter and Resume to Vanessa Perez, Managing Attorney at VanessaP@ghirp.org.