Center for New Americans Job Description

Position Title: Receptionist/Office Support
Department: Operations
Reports To: VP/Chief Operations Officer
Date Created: Dec 2015; Updated Oct 2021
Level of Decision Making: Medium
Classification: Non-Exempt Position, Full time

Agency Mission
“InterFaith Works affirms the dignity of each person and every faith community, promotes racial justice and religious equity, and builds relationships and understanding among us.”

Agency Vision Statement
“InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.”

IFW operates three programs: Center for Dialog & Action, which creates racial equity through dialogue programming and action projects; Center for New Americans, which provides refugee families with the settlement and post-settlement services needed to begin their new lives in the US; and Senior Services, which reduces social isolation among seniors living independently and in nursing homes.

Position Summary:
Primary staff for the reception desk in InterFaith Works’ lobby from 8:30 am – 5:00 pm Monday through Friday. Set a tone of welcome to clients, volunteers and visitors to office. Manage office walk-in and telephone interchange. Assist with office functions including data management, filing and reporting. Oversee general office functions.

Qualifications:
This individual should have experience dealing with the public, a high level of initiative and creativity, proven ability to be an effective communicator in person and on the phone, ability to handle a variety of tasks and responsibilities effectively, the ability to work with diverse groups of people with diplomacy and discretion, and the ability to work with language interpreters, or to provide formal interpretation directly. The individual must demonstrate a solid work ethic, reliability and punctuality.

- High school diploma or equivalent required, Associates Degree or higher preferred
- Minimum of 2 years of work experience in Human Services
- Valid New York state driver’s license and reliable transportation preferred
- Bilingual or multilingual capability beneficial, with preference for languages of refugee caseload (Arabic, Burmese, Dari, French, Karen, Kinyarwanda, Nepali, Pashtu, Somali, Spanish and/or Swahili)
- Working knowledge of Microsoft Office: Word, PPT, Publisher, and Excel is expected, and accurate usage of national resettlement databases
Essential Functions:

Reception
- Greet visitors and receive phone calls with courtesy and professionalism
- Link visitors/callers with the appropriate staff person, or take written messages
- Respond to inquiries and provide general information about the agency
- Ensure neatness and orderliness in the general lobby area including workspaces

Center for New Americans Support
- Prepare new arrival files for incoming clients in the refugee resettlement program
- Prepare routine credit card vouchers for CNA Directors on a monthly basis
- Schedule meetings and appointments for CNA Directors as requested
- Assist in arranging virtual and in-person CNA events including bi-weekly staff meetings
- Coordinate schedule rotation for the CNA emergency phone

Office Operations
- Ensure clients, visitors and staff complete health screening and sign in procedures
- Keep inventory of consumables and order needed office supplies within monthly budget
- Ensure neatness and orderliness in the office supplies storage area
- Photocopy, fax, file, prepare documents and mailings as directed
- Maintain contacts with office equipment repair persons and call for repairs when needed, in consultation with the Office & Building Coordinator
- Create spread sheets and enter basic data in Excel, Access and other databases

Agency Tasks
- Assist in planning, preparation and implementation of agency events
- Work collegially with other staff
- Follow IFW policies
- Other responsibilities as assigned by supervisor

To Apply: Please send cover letter and resume to Melissa Morral at mmorral@ifwcny.org.