

ILS-014- Receptionist & Intake Specialist

Immigration Legal Services

Full-time (40hours/week); Non-Exempt

Reports to: Attorney III

AGENCY OVERVIEW:

Through the principles of Catholic Social Teaching, Catholic Charities of Oregon achieves lasting solutions to poverty and injustice by partnering with clients to meet their economic and educational goals, and to support their physical and social well-being. Catholic Charities is the official domestic relief agency of the Archdiocese of Portland in Oregon.

PROGRAM OVERVIEW:

Catholic Charities of Oregon's (CCO) Refugee Services programs have been assisting refugees since the early 1940s, helping more than 10,000 people make Oregon their new home. CCO is an affiliate of the national voluntary agency United States Conference of Catholic Bishops (USCCB). Through its programming, CCO assists individuals and families who must leave their homelands due to the fear of persecution based on reasons of race, religion, nationality, membership in a particular social group, and/or political opinion. The services offered through these programs address a wide array of needs, ranging from initial resettlement to long-term intensive case management, to promote successful integration into United States society while maintaining the respect and dignity of each individual and their unique culture and traditions. Founded in 1996, CCILS focuses on family reunification and assistance to the most vulnerable immigrants, including domestic violence victims, crime victims, refugees, and certain persons needing deportation and removal defense.

POSITION SUMMARY:

The Reception & Intake Specialist supports the Immigration Legal Services front office. It plays a critical role in creating a safe and welcoming environment by providing high quality customer service to new and returning clients.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Answer high volume of calls to conduct potential client intake; direct telephone calls to staff as appropriate; provide information and referral assistance to Spanish and non-Spanish speaking community members; track all calls and voicemails.
- Greet clients and volunteers and take payments as needed.
- Present all weekly intakes once a week to immigration attorneys; send referral lists; call to schedule consultations; send appointment reminders; set up consultation e-files; conduct conflict checks, and process all consultations denied by attorneys.
- Conflict check, schedule, and set up e-files for Gateway referrals.
- Process fees weekly and make end-of-the-month reports of all fees received.
- Process consultation fees and other attorney fees as needed.
- Receive and handle client document file copy requests.
- Process outgoing and incoming mail daily, log mail into the correct client profile in the online system and direct it to the appropriate representative.
- Translating documents for clients from Spanish to English and verifying
- Create new client profiles into our system based on information on the completed consultation form.
- Follow procedures associated with opening and closing cases as needed.

- Replenish fliers, handouts, and internal forms.
- Audit files to verify they have been properly documented in our database.
- Monitor and order office supplies including mail supplies as needed.
- Work alongside finance with appropriately coding billing invoices
- Participate in trainings and meetings as requested by Supervisor.
- Adherence to Catholic Charities policies and procedures.
- Perform other duties and responsibilities as assigned.

QUALIFICATIONS:

- High School diploma required, Associate's Degree preferred, or equivalent lived and or worked experience.
- Minimum of 1 year directly related experience, equivalent years of indirectly related experience.
- Ability to communicate concisely and effectively, both verbally and in writing in Spanish and English.
- Experience or desire to work with victims of domestic violence and sexual assault.
- Demonstrated competency working with people from diverse cultures. Ability to assess and treat clients in a culturally competent manner.
- Ability to effectively work with standard office programs including Word, Excel, Outlook, Microsoft Teams and PowerPoint.
- Demonstrate judgment and discretion in dealing with confidential matters.
- Commitment to Catholic Charities mission to work in partnership with vulnerable populations to achieve lasting solutions to poverty and injustice.
- Must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner. High attention to detail required.
- Excellent written and oral communication skills.
- Willingness to learn new skills and take on new responsibilities.
- Strong analytical and strategic problem-solving skills.
- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast-paced work environment.
- Ability to work a flexible schedule, which could include some evenings and weekends.
- Satisfactory results from criminal, civil and/or motor vehicle background check required.

VACCINATION POLICY:

Catholic Charities of Oregon requires all employees to confirm they are fully vaccinated, or in the process of receiving the COVID-19 vaccination. Employees can submit the Oregon Health Authority (OHA) request for exception form for medical or religious accommodation. COVID-19 testing in lieu of being vaccinated or having an approved medical or religious exception is not an option.

COMPENSATION:

Compensation is commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 13 paid holidays, retirement plan, free parking and more.

TO APPLY: Submit your application, resume and cover letter at <https://catholiccharitiesoregon.applicantpro.com/jobs/>

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