



Irish International Immigrant Center Guest Services Coordinator December 2016

Introduction:

The Irish International Immigrant Center is working toward to a society in which all are welcomed and valued, and enjoy equal opportunities and protections. We are a welcome center for immigrants from Ireland and from over 120 other countries. We focus on assisting immigrant integrate into society by providing legal, wellness and education services.

The Guest Services Coordinator will ensure that all our visitors feel welcomed and cared for and respond to callers with accurate information in a respectful manner. The Coordinator will be knowledgeable about all our services and the services of other agencies to which we make referrals. The Coordinator will manage the Center's space and supplies.

Responsibilities:

- Ensure visitors to the Center are welcomed and guided to the appropriate internal services, or referred to an appropriate external agency.
- Be a consistent and central presence at the reception area.
- Coordinate with program directors to ensure protocol is appropriately followed for each program.
- Ensure the center switch-board is staffed and that all calls are responded to with care and professionalism.
- Ensure reception area is stocked with appropriate and current flyers, newspapers, etc.
- Ensure that all reception emails are acknowledged and appropriately processed.
- Direct guests to appropriate staff and/or external resources.
- Proactively communicate information about other relevant services and programs to our guests.
- Maintain the Reception Operations Manual to ensure excellence in client support.
- Train and supervise front desk volunteers and interns.
- Assist with student and client intake.
- Ensure the common use areas are welcoming, safe, and clean spaces.
- Maintain and order office supplies for the entire organization and maintain community resources.
- Support events hosted by the IIIC by ensuring room set-up and clean-up.
- Support the Deputy Director to ensure the center facilities are functional and well maintained.
- Complete other tasks as required and directed by the Deputy Director.

Qualifications:

- Commitment to the overall mission and values of the IIIC.
- Reception, hospitality, or client service experience.
- Strong organizational skills with great attention to detail and multi-tasking ability.
- Ability to problem-solve, take initiative, and think creatively.
- Great interpersonal and communication skills: friendly and helpful with a "can-do" attitude.
- Able to work under pressure.
- Competent in Microsoft Word and Excel, Google Drive, and Google Calendar
- Ability to handle confidential information with the highest level of discretion.
- Spanish language proficiency required, Haitian-Creole, French, Arabic, Portuguese.

Status: Full-time

Reports to: Deputy Director

How to Apply: Please send a cover letter and resume to career@iiicenter.org with *Guest Services Coordinator* in the subject line.

The IIIC is committed to a policy of providing equal employment opportunities for all and does not discriminate on the basis of race, color, ethnic or national origin, creed or religion, gender, sexual orientation, marital status, age, veteran status, or physical or mental disability. We encourage applications from all those interested and qualified.

About The Irish International Immigrant Center:

The Irish International Immigrant Center (IIIC) was founded in 1989 by a group of immigrants committed to helping others make successful transitions to new lives in the U.S. and Greater Boston. Our mission is to assist immigrants from around the world as they integrate into American society. We are a vibrant multi-service center that provides legal, wellness and education services; advocates for systemic change; and facilitates cross-cultural community building. Our vision is of a society where all people are welcomed and valued and enjoy equal opportunities and protections. Our programs assist over 3000 individuals and families from 120 nations each year. For more information on the Irish International Immigrant Center please see www.iiicenter.org.

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