



### About the Latin American Association

Founded in 1972, the Latin American Association (LAA) is the longest serving and largest provider of social and immigration legal services in Atlanta's Latino community. Last year, our services and programs impacted more than 40,000 individuals.

The LAA is a 501(c)(3) nonprofit organization.

**Vision:** Opportunity for All

**Mission:** To empower Latinos to adapt, integrate and thrive

**Job Title:** Front Desk Receptionist  
**Department:** Operations  
**Reports to:** Senior Operations Associate  
**Status:** Full Time/Salaried/Exempt

### POSITION SUMMARY:

The position's main responsibility is going to be General Intake for LAA programs. Understanding and guiding customers to the right department. Providing referrals when we don't offer what the client needs. Strong customer service skills. Main point of entry of the whole LAA. Critical to understand all departments, services, events, etc.

### DUTIES & RESPONSIBILITIES:

- Serve visitors by greeting, welcoming, directing and announcing them appropriately
- Understand all LAA programs and services offered to be able to direct clients to the appropriate place, staff member, or give appropriate instruction.
- Answer, screen and forward any incoming phone calls while providing basic information when needed
- Receive and sort daily mail/deliveries/couriers
- Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
- Update appointment calendars and schedule meetings/appointments
- Work closely with operations team as first line of defense for building and facilities maintenance (ie. Meeting and consulting with contractors dealing with repairs, and regular maintenance of air conditioning, heating, plumbing, copiers, etc.
- Aid incoming and returning students in class registration process and payment as well as help teachers and event clientele troubleshoot issues that arise during classes. (e.g. audiovisual, computer, photocopier).
- Manage community service program volunteers from intake to certification of service
- Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.
- All other duties as assigned.



### **QUALIFICATIONS:**

- Bilingual Fluency English/Spanish Required
- Critical Thinking
- Problem solving
- Experience in multitasking
- Proven work experience in similar roles
- Proficient with Microsoft Office Suite (Excel, PowerPoint, Word, Teams, and Outlook)
- Strong technology skills
- Understanding Technology and audiovisual needs for events (ie. Projectors, lights, sound)
- Professional appearance
- Solid communication skills both written and verbal
- Ability to be resourceful and proactive in dealing with issues that may arise
- Ability to organize, multitask, prioritize and work under pressure
- Ability to work across teams
- Preferred work experience in multicultural, multilingual environment
- High school degree
- Hospitality experience is a plus
- Teamwork & Collaboration
- Flexibility

### **COMPENSATION:**

Salary commensurate with experience and background.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform other related duties as may be required by their supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

### **ABOUT THE LAA:**

Impacting over 44,000 individuals each year, the LAA offers Latinos an extensive range of evidence-based services, programs and supports to help them achieve success. Our core programs include: Family Services; Employment Services; Women's Economic Empowerment Program; Domestic Violence Legal Program; Immigration Legal Services; Education and Language Services; Youth Programs; and Policy and Advocacy Program.

Learn more about the LAA at [www.thelaa.org](http://www.thelaa.org).

Submit resume with cover letter and salary requirements to Chief Operations Officer, Nadia Hoefel, [nhoefel@thelaa.org](mailto:nhoefel@thelaa.org). Submissions without all requested information will not be considered