



JOB DESCRIPTION

JOB TITLE: Receptionist	LOCATION: Atlanta, GA
REPORTS TO: Department Administrator	DEPARTMENT: Immigration Services
STATUS: Full-Time/Non-Exempt	REVISED: 05/2026

About the Latin American Association

The mission of the Latin American Association (LAA) is to empower our community to adapt, integrate, and thrive. Our vision is 'Opportunity for all.'

The Latin American Association works to lower the barriers to economic mobility and prosperity that Latino immigrants face as they adapt and integrate into life in the United States. No other organization in Georgia serving Latinos has the geographic reach, breadth of services, expertise, and longevity that the LAA has.

Founded in 1972 to serve Atlanta's then-emerging Latino population, the LAA has grown to become the region's leading agency representing Latino issues. The LAA invests in individuals' and families' abilities to pursue education, employment, and other opportunities that lead to improved economic stability and quality of life. Our 53-year history and community-based mission render the organization truly unique in its work and capabilities. The LAA stands as the oldest, most trusted, and only fully bilingual organization in the region focused exclusively on the needs and concerns of the Latino community.

Serving nearly 44,000 individuals each year, the LAA offers Atlanta area Latinos an extensive range of evidence-based services, programs, and support to help them fully and successfully integrate into the community. Our core programs include: Family Well Being, Economic Empowerment, Immigration Legal Services, Youth Education and Adult Language Services.

Position Summary: The Latin American Association (LAA) seeks a talented receptionist to provide customer service, administrative, and clerical support to clients and staff of the department. In addition to being the first contact for clients, the receptionist performs an initial screening to determine eligibility for services.

Required Qualifications:

- **Fluency in English AND Spanish REQUIRED (both written and spoken)**
- Knowledge of a third language is a plus
- Excellent customer service skills with a demonstrated ability to interact with clients in a compassionate, respectful, and professional manner.
- Proficiency in Microsoft Outlook, Word, and Excel
- Ability to work independently and with little supervision.
- Strong organizational skills and attentive to detail, with the ability to proofread and prioritize tasks.
- Ability to multitask and work in a fast-paced environment.
- Strong analytical and writing skills.
- Strong interpersonal and communication skills, both oral and written.



Latin American
Association

- Previous clerical and/or administrative experience preferred.
- Sensitive to the needs of low-income and culturally diverse clients.
- Experience in working with immigrant communities preferred.

Duties and Responsibilities:

- Serve as the initial point of contact between potential clients and the Immigration Department and is responsible for making a great first impression.
- Schedule appointments via telephone and in person and provide professional customer service to clients.
- Screen potential clients for LAA immigration services using established intake protocols and guidelines.
- Assist with follow-up client appointments to ensure they complete necessary forms and applications.
- Maintain attorney and paralegal appointments in the Immigration Calendar.
- Respond to basic case inquiries regarding case status for clients via phone, e-mail and in person.
- Receive documents from clients with pending cases.
- Prepare and manage incoming and outgoing correspondence.
- Maintain client files in pending and closed files, as well as in the Department database.
- Return client phone calls and inquiries left on the Reception phone.
- Process payments for consultations and legal services.
- Comply with all Department policies and procedures.
- Maintain client confidentiality at all times.
- Perform administrative and clerical duties and other related duties and tasks, as necessary or as assigned.

Disclaimer

This job description is not intended to be all-inclusive. The incumbent may be required to perform other related duties as assigned by their supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

To learn more about the LAA, visit us at: www.thelaa.org

If you are interested in joining our team, please submit your cover letter and résumé to Human Resources at jfernandez@thelaa.org.

Nothing in this document should be interpreted as limiting or restricting the company from making such changes in job assignments or job responsibilities, as it may deem necessary. The company reserves the right to amend or modify the contents of this document at any time. Nothing in this document shall be construed as an offer, contract, or guarantee of employment or work assignment.