Receptionist/Administrative Support (Bilingual)

Job Summary
Under the supervision of the Director of Human Resources, the incumbent will have the primary responsibility of managing the front desk – incoming telephone calls to the agency and greeting visitors and guests – and performing administrative duties related to the operations of the Human Resources department.

Duties:
- Answer incoming calls; route calls to correct personnel or voice mailbox; retrieve and refer general delivery mailbox messages.
- Translate communications from English to Spanish as needed.
- Greet visitors entering the office and direct visitors to proper personnel or meeting.
- Maintain schedule of meeting notices, workshops and/or trainings conducted at the main office or held offsite.
- Sort and distribute incoming mail and deliveries to proper staff. Process outgoing mail as needed.
- Assist with bulk mailings, filing, and copying as assigned.
- Track and maintain office supply inventory. Order office supplies as needed.
- Perform basic electronic filing and recordkeeping.
- Schedule new hire orientation meetings.
- Maintain contract agreements.
- Assist Director of HR with recurring tasks on weekly, monthly, and annual basis.
- Perform other related tasks as assigned.

Required Skills/Abilities:
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Ability to exercise good judgement in receiving/screening calls and routing to the appropriate personnel.
- Basic understanding of administrative and clerical procedures and systems.
- Must be able to manage confidential information and adapt to changing needs and duties of the office.
- Must have computer skills, including proficiency in MS Office (Word, Excel, PowerPoint and Outlook) and Adobe Acrobat.
- Must be able to lift up to 25 lbs on occasion.

Education and Experience:
- High school diploma and a minimum of two years of experience required; Associate’s degree preferred.
- Experience using multi-line phone system.
- Bilingual (English/Spanish) required.