Job Title: Program Assistant  
Reports To: Director, Civic Engagement  
Classification: Part time – Non Exempt  
Schedule: Monday through Friday (some evenings and Saturdays)  
Date Released: February 2022  
Salary Range: $14.50 - $16.50/hr DOE

Summary

This position requires assisting individuals and families seeking information about the Temporary Protected Status – TPS. The Receptionist will provide the necessary information and requirements for enrollment in the program and answer simple routine questions related with immigration services. The Intake Specialist is a very sensitive position because is the first person that a customer will interact with and treat the customer with the utmost respect and dignity. The Intake Specialist should be sensitive to the customer’s needs and provide all the courtesies as needed. The Intake Specialist must speak English and Spanish and possess and use excellent communication skills with clients by phone, or in person. All customers will be provided with an answer or will be referred to the appropriate agency internally or externally. Must have self-initiative, positive attitude and able to resolve issues within a timeline fashion

Duties and Responsibilities

- Assist and guide clients at the reception desk and answer their questions
- Receive, greet, and treat customers with the utmost respect
- Perform clerical duties
- Place personal information in client files, organize files, and purge files as directed
- Organize mail into client’s files. Update data-information in excel form when needed. Deliver mail to the Post Office, as required
- Refer clients to other Non-Profit organizations for additional support services.
- Familiarize with the operation of the copier machine and make copies, as needed
- Answer incoming calls and listen compassionately to callers-screen calls, and transfer calls to the appropriate staff
- Ensures customers sign in the visitor’s roster and follow up appointments.
- Maintain statistics of the number of clients served and the type of services received
- Monitor visitors’ access into the building and maintain security awareness at all times
- Participate in meetings and training as required
- Performs other related duties as needed

Candidate Qualifications

- Associates Degree or a minimum of one year of experience in customer service.
- Exceptional customer service, organizational and problem solving skills
• Familiar with TPS Program and basic knowledge of USCIS – TPS requirements
• Strong English and Spanish verbal communication skills
• Ability to establish and maintain a positive and professional relationship with co-workers, clients, and visitors; cultural sensitivity with the ability to relate effectively in a diverse workplace with a diverse client population
• Must maintain client confidentiality in with the agency’s policies and state regulations

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employee Name & Signature________________________________________   Date ____________________
Supervisor’s Name and Title __________________________________________________________________
Supervisor’s Signature    ___________________________________________    Date ____________________

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.”

Magaly Alvarado
Updated: February 2021