

## Job description

Catholic Charities Atlanta is seeking a bilingual (English & Spanish) Administrative Assistant/Receptionist to join our Immigration Legal Services team. We are a fast-paced environment with many inquiries by phone, email and in person daily. In this role you must have the skills to calmly handle the multitude of activities. The desire to contribute to our team environment and help immigrants in this challenging environment is required. Must have a High School diploma, 1-3 years experience in a clerical setting, proficient knowledge and use of computer programs (Microsoft Word, Excel, Outlook etc.) and have experience working in a multicultural setting. Must be bilingual.

### Responsibilities:

- Customer Service for all CCA prospects and clients within the scope of the Branch reception area. This is inclusive of initial and on-going client interactions via electronic, phone or in-person communications.
- Taking messages, responding to general questions and referral for all CCA prospects and clients within the scope of the Branch reception area.
- Preparation, processing and data management of inbound and outbound mail.
- Completing intake applications, assessing financial eligibility and setting appointments under the direction of department supervisors, general administrative support of staff involving customer service and file administration needs.
- Completing employment authorization renewals under supervision.
- Translation services for client support as requested.
- Data input to various databases and MS applications. Provides report distribution support as needed.
- Work with volunteers and make them feel welcome.

Interested candidates should submit a resume and cover letter to:  
[ccaemployment@ccatlanta.org](mailto:ccaemployment@ccatlanta.org)