



317 17th Ave. South
Seattle, WA 98144

JOB DESCRIPTION

POSITION: Receptionist & Member Services Representative

FLSA STATUS: 1.0 FTE / Non-Exempt / Full Time

REPORTS TO: Executive Director

SUPERVISES: N/A

GRADE: Associate

REVISION DATE: 08/04/2026

BARGAINING UNIT STATUS: Represented by OPEIU Local 8

COMPENSATION: \$30.00 - \$31.00 per hour, Compensation is governed by the applicable wage scale under the collective bargaining agreement between Casa Latina and OPEIU Local 8.

EMPLOYMENT STATUS: This position is grant-funded. Continuation of the position is dependent upon the ongoing availability of funding and organizational needs.

Casa Latina is an equal opportunity employer. We consider all applicants without regard to race, color, national origin, religion, gender, marital or military status, age, sexual orientation, gender identity, the presence of any sensory, mental or physical disability, genetic information, political ideology or any other protected characteristic.

PURPOSE

The Receptionist & Member Services Representative serves as the first point of contact for Casa Latina members, employers, volunteers, donors, community partners, and the public. This position provides bilingual reception and administrative support while assisting with member services, employer inquiries, worker dispatch support, and resource referrals. The role helps ensure that workers, members, and community members receive timely information, connections to services, and a welcoming experience aligned with Casa Latina's mission.

KEY RESPONSIBILITIES

Reception & Customer Service

- Serve as the primary bilingual (English/Spanish) point of contact for visitors, callers, and community members.
- Answer, screen, and direct incoming calls and visitors to appropriate staff, programs, and resources.

NOTE: The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for this position. Reasonable accommodations, as required by the Americans with Disabilities Act, will be granted whenever possible. The above job description is not comprehensive. The job responsibilities may include other duties as assigned. Casa Latina may change or update job duties as necessary to meet business needs.



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- Provide excellent customer service while maintaining a welcoming, professional, and culturally responsive environment.
- Respond to general inquiries regarding Casa Latina programs, services, events, and resources.
- Maintain reception area, informational materials, and visitor sign-in processes.

Member Services & Resource Navigation

- Assist members and community members with accessing available services, programs, and community resources.
- Research and provide referrals to external support services including housing, legal, employment, healthcare, education, and social service resources.
- Provide support and information to members regarding employment opportunities and worker center services.
- Maintain accurate records of member interactions, referrals, and support services provided.

Worker Center & Dispatch Support

- Support daily Worker Center operations by registering intake information for member and employer calls.
- Receive and document employer work requests and assist with dispatch support between designated dispatch hours.
- Enter and maintain worker, employer, and dispatch-related information in organizational databases and tracking systems.
- Support communication between employers, workers, and Worker Center staff regarding job assignments and follow-up needs.
- Assist with member profile updates and data entry as assigned.

Administrative Support

- Perform general administrative duties including data entry, filing, copying, scanning, mail processing, and document preparation.
- Maintain accurate records and databases related to reception, member services, and program activities.
- Assist with scheduling appointments, meetings, and room reservations as assigned.
- Support organizational events, workshops, and special projects as needed.
- Maintain confidentiality of member, employee, volunteer, and organizational information.
- Perform other duties and responsibilities as assigned in support of Casa Latina's mission and operations.
- This job description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive

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list of all duties, responsibilities, or qualifications. Casa Latina reserves the right to modify or revise this job description at any time to meet organizational needs.

REQUIRED QUALIFICATIONS

- Fully bilingual in English and Spanish (written and verbal).
- One (1) year of customer service, reception, administrative support, community services, or related experience.
- Strong interpersonal and communication skills with the ability to interact respectfully with diverse populations.
- Proficiency in Microsoft Office Suite and general computer applications.
- Ability to accurately enter and maintain records and data.
- Ability to research and connect individuals with appropriate community resources.
- Strong organizational skills and attention to detail.
- Commitment to Casa Latina's mission of supporting immigrant, refugee, and low-wage workers through education, employment, and community organizing.
- Ability to maintain confidentiality and exercise sound judgment.

ADDITIONAL DESIRED QUALIFICATIONS

- Experience in a nonprofit, worker center, social services, or community-based organization.
- Experience using databases, CRM systems, or case management software.
- Experience working with immigrant, refugee, low-income, or culturally diverse communities.

WORKING CONDITIONS

- Primarily performed in an office and community-service environment.
- Regular interaction with members, employers, volunteers, staff, donors, and community partners.
- Frequent in-person, telephone, and electronic communication with individuals from diverse cultural, linguistic, and socioeconomic backgrounds.
- Fast-paced environment with frequent interruptions and competing priorities.

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- May be required to manage multiple tasks simultaneously while maintaining professionalism and accuracy.
- May encounter individuals experiencing financial hardship, housing instability, workplace disputes, immigration-related concerns, or other stressful circumstances.
- Requires the ability to remain calm, professional, and service-oriented in challenging or emotionally charged situations.
- Occasional evening, weekend, or special event work may be required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

PHYSICAL REQUIREMENTS

- Ability to sit, stand, and walk for extended periods throughout the workday.
- Ability to communicate effectively in person, by telephone, and through electronic communication.
- Ability to operate standard office equipment, including computers, printers, copiers, scanners, and telephones.
- Ability to frequently use a computer keyboard, mouse, and other office technology.
- Ability to occasionally lift, carry, push, or move materials and supplies weighing up to 20 pounds.
- Ability to bend, reach, stoop, and retrieve files, office supplies, and program materials.
- Ability to travel between work areas within the facility as needed.

BENEFITS

Eligible employees may receive a comprehensive benefits package in accordance with Casa Latina policies and the applicable collective bargaining agreement. Benefits include:

- Medical, dental, and vision insurance
- Paid vacation, sick leave, and holidays
- Employee Assistance Program (EAP)
- Employer-sponsored 403(b) retirement savings plan with a 5% employer match after one year of eligible service, subject to plan eligibility and terms
- Commuter benefits

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- Professional development and training opportunities
- Additional benefits provided under the applicable collective bargaining agreement

Benefit eligibility is subject to plan terms, organizational policy, and the applicable collective bargaining agreement.

Apply today!

Send your resume & cover letter to:

Careers@casa-latina.org

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