

Job Description: Client Services Assistant
Program: Client Services

Client Services volunteers and interns work at the Front Office and learn what is involved in the daily operations of our non-profit organization. Volunteers and interns provide administrative support with daily operations under the supervision of our Client Services Director. This is a great opportunity for those interested in working for a non-profit or with international populations. Volunteers and interns will benefit from this experience as a result of gaining office management, customer service, and event planning/programming experience.

Responsibilities

- Greet visitors (by phone and in-person), answer their questions, and educate them on helpful resources or programs; refer visitors to appropriate staff members as needed.
- Assist with registration for various International House education programming.
- Assist with promotion and outreach for the ESL educational programs and help plan and promote International House events
- Follow all Front Office procedures and policies
- Perform other related duties, as required

Qualifications

- Desire to work with immigrants and clients of different ethnic and social background
- Excellent client service and communication skills
- Excellent work ethic
- Computer literacy required (proficiency in MS Office and Google Docs)
- Proficiency in Spanish, Arabic or French language highly desirable

Time Commitment:

- Minimum of 12-15 hours per week in 9 a.m. -5 p.m., 9 a.m.-1pm or 1 p.m. -5 p.m. shifts
- Minimum of one semester (3-4 months)

To apply, please submit the following documents to Samantha Williams, AmeriCorps ACCESS Volunteer Coordinator, swilliams@ihclt.org. In the subject line, please indicate **Client Services Assistant**.

1. Resume
2. Volunteer Application (can be accessed at <http://www.ihclt.org/volunteer.php#Client>)