



Corporate Bilingual Receptionist/ Clerical Support

JOB CODE: IT012

Schedule: Full Time On-Site, Monday-Friday

Salary: \$12.02-\$15.00 hourly

Work Status: Regular

Location: Milwaukee, WI

Why Choose UMOs? You can make a positive difference in the lives of those who need it the most!

Programs and services provided by UMOs are divided into three major divisions: workforce development, child development, and social services, which include farm labor housing, Teen Tobacco Prevention, HIV prevention services, domestic violence, sexual assault and human trafficking supportive services, home energy assistance, food pantry, farm labor housing and after school programs. In addition to these programs, UMOs sponsors and organizes a number of corporate, cultural and community events in Wisconsin. Currently, UMOs operates 40+ programs in several states.

Benefits Include:

Paid Time Off; 12 Paid Holidays; Health, Dental, and Vision Insurance; Short and Long Term Disability Insurance; Life Insurance, Accidental Death & Dismemberment (AD&D) insurance; Retirement plan options (401(k) and/or ROTH IRA)

If providing excellent customer service makes your day and you love keeping things organized and moving forward, we have a great opportunity for you!

Our Bilingual Receptionist is the first point of contact for our customers and guests, representing our company. In this role you will provide clerical and customer support for the day-to-day operations of the UMOs Corporate Office with significant focus on answering a high volume of inbound calls utilizing a multi-line phone system. You will also be responsible for ordering office supplies, mail/fax/delivery distribution and assisting with data entry.

Primary Responsibilities:

- 1) Operating various standard office equipment, which includes a multi-line phone system, personal computer, various software, fax, calculator, printer/copier, etc.
- 2) Maintaining and updating the list of staff member availability continuously to receive and forward incoming calls.
- 3) Entering information on received calls, updating and maintaining accurate and detailed records and employee directories.
- 4) Understanding and responding effectively and clearly in English and Spanish to requests in person or over the phone, and to written or verbal instructions.
- 5) Communicating in writing and verbally with suppliers, customers, visitors, enquirers, or relevant staff.
- 6) Ordering and distributing office supplies for staff members. Maintain office supply order/purchase records and receipts, including UMOS purchase orders, and invoices for submission to UMOS Accounting Department.
- 7) Receive mail and incoming faxes; review and prepare mail and faxes carefully for distribution to the correct personnel. This includes: date-stamping incoming mail, sorting, placing mail in staff/department mailboxes daily and posting outgoing mail.
- 8) Establishing and maintaining efficient working relationships with managers, supervisors, co-workers, and the customers.
- 9) Performing reception tasks in an effective, professional and gracious manner.
- 10) Filing data and perform assigned clerical duties.
- 11) Pursuing personal development of knowledge and skills required for the efficient performance of the job role.
- 12) Attend required meetings and trainings, perform special projects and other related duties as assigned.

Qualifications:

- 1) Bilingual Spanish/English (verbal and written) is **required**.
- 2) High school diploma or equivalent.
- 3) Six to twelve months experience in customer service or office setting.
- 4) Experience with receiving calls and operating a multiline phone system.
- 5) Impressive telephone etiquette/customer service skills and experience responding to difficult situations with diplomacy.
- 6) Great communication skills as well as ability to work with others in a close environment.
- 7) Professional attitude and appearance
- 8) Basic computer skills, proficient in Microsoft Outlook, Word, Excel
- 9) Outstanding organizational and multitasking and time-management skills, with the ability to prioritize tasks.
- 10) Able to react effectively and calmly in emergencies.
- 11) Able to maintain customer confidentiality.
- 12) May work under rigorous pressure and meet close deadlines

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