



*Building Better Futures*

## **Receptionist /Administrative Support Bilingual – Milwaukee, WI**

**Job Code: SO016**

**Schedule: Full Time**

**Work Status: Regular-Hourly**

**Salary: Up to \$15.00, based on experience**

**Location: 2701 Chase Avenue, Milwaukee, WI 53207**

### **We Invite You to Join UMOS' Diverse & Dedicated Team**

**Earn up to \$3,000 in incentive pay during your first year of employment!**

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

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### **Benefits**

To support its team members, UMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off in which increases over your years of service.
- 12 paid holidays annually.
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment.
- The options are to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses.
- A variety of support services to promote well-being through the employee assistance program.
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOS annually contributes at least 3% of employees' eligible compensation.

## **Diversity & Equal Opportunity**

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

**Do you have excellent customer service skills, can communicate, answer a multi-line phone, and greet visitors with a smile? Apply today! We have an amazing opportunity with room to grow.**

The Receptionist/Administrative Support is responsible for providing reception, clerical, and customer support in the day-to-day operations of the UMOs Corporate Office with significant focus on multi-line telephone operations answering a high volume of inbound calls and maintaining a response rate swiftly in accordance with agreed standards. Also, responsible for ordering office supplies, mail/fax distribution and assisting with data entry.

## **Primary Responsibilities:**

1. Maintaining and updating the list of staff member availability continuously to receive and forward incoming calls.
2. Operating various standard office machines, which include personal computer, various software, fax, calculator, phone, printer/copier, and shredding machine, etc.
3. Entering information on received calls, updating, and maintaining accurate and detailed records and employee directories.
4. Understanding and responding effectively and clearly to address requests in person or over the phone, and to written or verbal instructions.
5. Communicating in writing and verbally between 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. High school diploma or equivalent.
2. Six to twelve months experience in customer service or office setting.
3. Bilingual Spanish/English verbal and written **required**.
4. Experience with receiving calls and operating a multiline phone system.
5. Impressive telephone etiquette 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. Ability to understand and execute written and verbal instructions.
8. Basic computer skills and proficient in Microsoft Outlook, Word, Excel; good organizing and planning skills.
9. Able to deliver excellent customer service, externally and internally.
10. Able to react effectively and calmly in emergencies.
11. Able to maintain customer confidentiality.
12. Should work under rigorous pressure and meet close deadlines.

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*UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*