



Open Position: Welcoming Specialist

Welcome to La Colaborativa, a 501(c)(3) non-profit organization dedicated to empowering Latinx immigrants, enhancing community well-being, and advocating for accountability among institutional decision-makers.

Highlights

Position: Part-time Welcoming Specialist

Location: 318 Broadway, Chelsea, MA, 02150

The Welcoming Specialist role will require someone to be seated at front desk and will be responsible for answering all incoming calls to the front desk. Refer to the front desk manager and resource binder to answer any questions members may have as knowledgeable and successful as possible. Welcome members at the front desk and completing an intake form with members of the community. Checking in guests with an appointment and directing them to the waiting area schedule service appointments for community members with the support of receptionist team.

Key Responsibilities

- Bilingual Spanish-English
- Analyzing information
- Decision making
- Research skills
- Verbal communication
- Written communication
- People skills
- Resolving conflict
- People management
- Integrity
- Cultural safety and sensitivity, specifically with Latinx and immigrant communities

Qualifications and skills

- High School Diploma or GED.
- 1+ years of customer service experience, preferably in human services, possess demonstrated commitment to customer service.
- Must be over 21 years old.

This Job Is Ideal for Someone Who Is:

- Dependable -- more reliable than spontaneous
- People-oriented -- enjoys interacting with people and working on group projects
- Adaptable/flexible -- enjoys doing work that requires frequent shifts in direction
- Detail-oriented -- would rather focus on the details of work than the bigger picture
- Innovative -- prefers working in unconventional ways or on tasks that require creativity
- High stress tolerance -- thrives in a high-pressure environment
- Work Location: In person

To apply:

If you are enthusiastic about our mission and the opportunity to empower the community, please submit your resume and a cover letter to donnam@la-colaborativa.org.

La Colaborativa is an equal-opportunity employer. La Colaborativa actively embraces diversity and welcomes applicants from a wide range of backgrounds and experiences.