



## **Kentucky Refugee Ministries, Louisville Receptionist (full-time)**

### **Summary**

The Receptionist will be a welcoming and helpful presence for visitors and clients, represent the agency to the public, and manage the reception area efficiently. Responsibilities will include managing incoming clients and guests, phone calls and other inquiries; receiving and delivering messages; making appointments; and assisting staff in daily activities involved in addressing clients' needs.

### **Essential Duties and Tasks**

The Receptionist will carry out the following activities:

- Greet and provide reception services to visitors and clients, directing them appropriately as needed.
- Maintain an organized and tidy reception area.
- Answer incoming agency calls and direct them appropriately.
- Respond to emails and phone calls from other KRM staff.
- Order and track office supplies.
- Interpret for and assist staff and clients in communicating as is appropriate.
- Provide assistance to staff with filing, making copies, and other office related support.
- Help manage incoming and outgoing mail and deliveries.

### **Job Requirements**

- High school degree or equivalent is required.
- Previous office experience is preferred.
- Proficiency in utilizing Microsoft Excel, Outlook and Word is preferred.

### **Specialized Skills**

- Ability to work with clients and staff of diverse nationalities and cultures in a professional manner.
- Strong interpersonal skills and comfort with servicing limited-English-proficient clients.
- Organized and detail-oriented.
- Hands-on experience with utilizing office equipment.

- Ability to multitask, perform office tasks proficiently and feel comfortable performing telephone communications.
- Self-motivated.
- Team-orientation; ability to work in coordination and close collaboration with KRM staff.
- Patience and flexibility, while at the same time adhering to agency mission of promoting client self-sufficiency.
- Ability to work productively in an ever-changing environment with frequent interruptions.
- High proficiency in Kinyarwanda, Spanish and/or Swahili is preferred.

### **Agency Profile**

Founded in 1990 as a nonprofit agency, Kentucky Refugee Ministries is a local affiliate of Church World Service, one of nine national voluntary agencies authorized to provide resettlement services to individuals legally admitted to the United States through the U.S. State Department's Refugee Admissions Program. KRM is also authorized to assist Cubans immigrants who are paroled into the U.S. KRM's Louisville office currently receives around 400 refugee and Cuban arrivals a year. KRM's immigration legal services office assists clients of all immigration status, including any legal permanent resident seeking naturalization legal services. Kentucky Refugee Ministries secures housing and medical care for refugees and provides them with comprehensive case management including employment services, educational and cultural orientation programming, and specialized programs for refugee youth and elders. There is no religious messaging associated with KRM's services.

### **Salary and Benefits**

This is a full-time position, 40 hours a week, during normal business hours. Salary commensurate with experience and background. Benefits: Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days.

### **To Apply**

Interested applicants should reply with a résumé and cover letter to:

Adrienne Eisenmenger  
 Family and Youth Services Manager/Program Leader  
 Kentucky Refugee Ministries  
 Email: [aeisenmenger@kyrm.org](mailto:aeisenmenger@kyrm.org)

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.

**Date posted:** March 9, 2020