



Job Title: Client Services Intern

Sector: Office Support and Administration

Employment Category: Intern

Employment Type: Part-Time Unpaid Intern

Commitment: 3 months minimum; 15-20 hours per week.

Location: Central Oregon

The Latino Community Association has four offices in the Central Oregon region, Bend, Redmond, Madras, and Prineville, open to serve the needs of the Latinx Community. Clients visit the offices with various different needs, from ITIN renewals, to translation of documents, to housing support, employment assistance, and many other topics. The intern will support the Client Service Specialists and the Office Managers with client needs.

RESPONSIBILITIES:

- Greet walk in clients and discern the purpose of their visit (record on form)
- Answer phones: Check voicemail and record messages (use form)
- Make phone calls to clients with follow up or appointment reminders
- Make copies
- Inform clients about LCA services while they wait.
- Enter service information into our Apricot database including new client profile creation
- Other tasks as requested by client services coordinator

LEARNING OBJECTIVES:

- Students will develop an enhanced professional skill set, interact with LAC staff, clients and supervisors and contribute to other projects as needed.
- Students will learn data collection and data management methods for program development and reporting.

QUALIFICATIONS:

- Fluency in Spanish desired but not required.
- Excellent communication and organizational skills.
- Attention to detail and procedure.
- Ability to work independently and take initiative.
- Knowledge or ability to learn online databases.
- Computer literacy, preferably with PC systems.

To Apply:

Email a resume and 1-page cover letter to Mary Murphy, LCA Volunteer Coordinator, mary@latca.org. Contact Mary via email or by phone 541.325.9407 if you have any questions about the application process.

Commitment to Diversity and Inclusivity: LCA is committed to building a diverse organization and a climate of inclusivity. We strongly encourage applications from candidates who can demonstrate that they can contribute to this goal.

Equal Opportunity Employer: We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, sex, gender, gender expression, sexual orientation, age, marital status, veteran status, or disability status. We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation