



151 South Rose Street, Suite 300
Kalamazoo, MI 49007
Ph: 269-250-5000
kalamazoodefender.org

Receptionist: Salary: \$32,000

Kalamazoo Defender is a non-profit organization that will represent the adult indigent population charged with a crime within Kalamazoo County—it is the County's first Public Defender office. Kalamazoo Defender's mission is rooted in the conviction that poverty and various forms of discrimination put our clients on inequitable footing within and beyond our criminal justice system. Our job is to be their compassionate and zealous defender in the face of these systemic barriers.

THE JOB:

Serve as the welcoming face of the organization, over the phone and in person. Routes all incoming communications to the appropriate destination, with an unwavering positive attitude and dedication to service.

RESPONSIBILITIES:

- Welcomes guests and clients by greeting them in person or on the telephone; answering or directing inquiries.
- Ensures the proper routing of all mail, phone calls, or in-person visits to the appropriate destination, in an expedient and professional manner.
- Ensures a welcoming environment for all who interact with Kalamazoo Defender, including any contributing duties, including, but not limited to: maintaining a clean and organized lobby; conveying a positive, friendly persona; demonstrating unwavering respect for clients, opposing counsel, and other visitors; and performing various hosting tasks.
- Other duties as assigned.

QUALIFICATIONS:

- Strong commitment to Kalamazoo Defender's mission and values.
- High levels of professionalism, collaboration, integrity, and compassion.
- Attention to detail.
- Excellent verbal communication.
- Comfort and competency with computers and MSOffice
- Experience answering a busy phone system (2+ years preferred)
- Resiliency in the face of hostility.
- Superior skill in working with a variety of individuals from diverse backgrounds.

BENEFITS:

- Competitive salary, excellent health care coverage, life and disability insurance, and generous retirement contributions.
- An opportunity to work within—and help define—a dynamic, innovative legal program, backed by a County capable of maximizing Kalamazoo Defender's mission.
- If you choose to enroll your children in Kalamazoo Public Schools, your children will have access to the Kalamazoo Promise, which provides free and reduced college tuition.