JOB POSTING

JOB TITLE: Call Center Phone Operator
SALARY: $17.31/hour
FLSA Classification: Temporary Non-Exempt, hourly
REPORTS TO: Call Center and Data Manager
START: July 26, 2021
WORK SCHEDULE: Monday-Thursday 12pm-8pm, Saturday 10m-2pm, and Sunday 3pm-7pm subject to change
CLOSING DATE: July 9, 2021
LOCATION: Remote

The Coalition for Humane Immigrant Rights (CHIRLA) is a non-profit organization founded in 1986 to advance the human and civil rights of immigrants and refugees in Los Angeles. As a multi-ethnic coalition of community organizations and individuals, CHIRLA aims to foster greater understanding of issues that affect immigrant communities, provide a neutral forum for discussion, and unite immigrant groups to more effectively advocate for positive change. CHIRLA’s programs include coalition building and convening of organizations, advocacy around issues affecting immigrants and refugees, community education, service provision and technical assistance, and organizing and leadership development for immigrant workers and youth.

POSITION SUMMARY:

The Coalition for Humane Immigrant Rights (CHIRLA) is seeking motivated individuals to work as Call Center Phone Operators as part of our Electoral Campaign. This campaign will focus on voter engagement for the general elections. We will be contacting and identifying voters who support our CHIRLA mission.

DUTIES AND RESPONSIBILITIES

- Contact voters over the phone on given values-based electoral campaign;
- Identify given number of voters that support CHIRLA’s values campaign over the next weeks;
- Participate in daily virtual debriefs and reporting around messaging, evaluation, and progress to date;
- Turn in time-sheets and other administrative materials according to deadlines assigned;
- Other duties and responsibilities as necessary.

QUALIFICATIONS:

- Fully bilingual (English and Spanish)
- Excellent verbal and interpersonal skills over the phone
- Must have a working computer with internet access
- Computer literacy: word processing, internet navigation, and other work-related applications is a plus
- Knowledge of and commitment to immigrant and worker rights and CHIRLA mission
- Energy and enthusiasm on CHIRLA’s values based electoral campaign
- Attend mandatory online trainings as needed
- Ability to have positive working relationship with CHIRLA staff, members and allies
- Ability to work well with diverse groups and populations
- Previous experience is a plus.

**Brief COVID-19 Protocol:**
As a Call Center Operator, you are expected to work from home with personal access to a working computer, headset, and internet.

**Do not:**
- Come into your scheduled shift and work if you are experiencing the following: fever, cough, or shortness of breath. Please let your immediate supervisor know and seek medical attention

This is a preliminary brief list of our COVID-19 protocols, if hired for the Call Center Phone Operator position, further in-depth expectations and safety protocols for our Civic Engagement Call Center programming will be discussed. Please note that changes are subject to occur as our Human Resources and Operations deems necessary adhering to state and federal law guidelines.

To apply, send resume and cover letter to: jobs@chirla.org

Subject Line should read: Call Center Phone Operator