

Job Description

Administrative Assistant



TITLE: Administrative Assistant
REPORTS TO: Office Director
TYPE OF POSITION: Full Time
FLSA STATUS: Non-Exempt

POSITION OVERVIEW

Under the direct supervision of the Office Manager the Administrative Assistant is responsible for assisting in the provision of immigration legal and education services to American Gateways clients; assisting and screening walk-ins, providing referrals to partner agencies; answering the phone; screening clients for services; scheduling appointments; maintaining appointment calendar; directing clients to the appropriate AG program; receiving, stamping and distributing mail to other employees; collecting/accounting for daily collection of fees, contributions and general office management duties. In addition, the Administrative Assistant is responsible for data entry, data management, invoicing and grant reporting required under our programs.

MAJOR DUTIES AND RESPONSIBILITIES:

- Maintain and update database for our Legal Orientation Program
- Generate monthly reports for our Legal Orientation Program
- Review and submit Quarterly data and narrative reports for our Legal Orientation Program
- Assist and screen clients via phone and in person
- Refer clients to the proper AG program for legal services
- Refer clients to appropriate partner agencies
- Maintain supplies for office and perform other general office management duties as needed
- Track and report payments, donations, and fees
- Track and report expense reports
- Open, sort and distribute incoming correspondence
- Prepare monthly billing invoices
- Track monthly staff timesheets
- Provide support at the detention facilities through our Legal Orientation Program and Immigration Help Desk Program at the local immigration court
- Provide support with other duties, as needed

REQUIRED WORK EXPERIENCE/SKILLS:

- Excellent communication skills
- Previous experience in working with a culturally diverse population
- Able to work under pressure and to handle a high volume of calls and walk-in clients
- Bilingual in Spanish and English
- Good organizational and phone skills
- Basic Computer skills

REQUIRED EDUCATION:

- High School diploma or equivalent

PREFERRED EDUCATION:

- One year of experience as a receptionist or administrative assistant