



Job Title	Administrative Assistant
PVN ID	VU-2307-005755
Category	Clerical/Office Services
Location	OFFICE OF SR VC FOR UNIVERSITY RELATIONS
Department	Cuny Citizenship Now
Status	Part Time
Hourly Rate	\$17.00-\$18.00
Hour(s) a Week	19.00-35.00
Closing Date	Sep 20, 2023 (Or Until Filled)

General Description

CUNY Citizenship Now! We are the largest university legal assistance program in the nation, providing free and confidential citizenship and immigration law services. We believe in empowering immigrants so that they are in control of their immigration case, a model of legal assistance called pro se. Through this model, our attorneys and paralegals help more than 15,000 individuals each year, all on the path to citizenship. In addition to our one-on-one services, we have also develop an event model to help large groups with their immigration applications. The model is nationally recognized, has been implemented by other organizations, and has served thousands of immigrants who cannot afford to pay for private attorneys. We also work with our partners to offer Civics classes and workshops about immigrant rights, business creation, and finances.

Position Summary

The administrative assistant supports the staff attorney and paralegals with the overall administration of the services provided at the base and in partner organizations. Under the supervision of the Staff Attorney coordinates office services, such as case management, records retention, and office supplies management. He/she perform administrative and clerical duties to ensure the efficiency of the center and is responsible for the tracking and monitoring all participant case files. The administrative assistant will ensure that clients who visit the base office are properly served and that the rendered services are accurately recorded.

Other Duties

Duties and Responsibilities:

- Greet clients and screen the clients to be seen by the paralegals and attorneys
- Plan and schedule client appointments and follow-up visits
- Ensures timely delivery of monthly and quarterly reports on clients served at the center
- Organize and maintain client paper and electronic files

- Compiles and maintains a list of organizations offering immigration and other support services
- Familiarity with the LawHelp and online resource websites
- Ensure that the client receives the Participant Registration Form and Declaration of Understanding and both forms are completed prior to consultation with the attorney or paralegal staff
- Maintain shared appointment calendar for the attorney and paralegal staff
- Checking the messages daily and returning calls- document messages for other staff.
- Monitors and request office supplies and equipment
- Perform other duties as required by the Staff Attorney

Qualifications

Knowledge, Skills and Abilities

- Passion for immigration issues
- Associate's degree and 2 years' experience in an administrative or clerical position
- Bilingual in English and Spanish
- Demonstrated ability to work independently and with minimal oversight, but also takes direction well and is eager to meet or exceed performance goals
- Excellent presentation and strong relationship or "people" skills
- A pleasant phone manner and professional attitude towards clients and staff is a must.
- Strong written and oral communication skills. Detail-oriented and accurate
- Proven organizational and problem-solving skills
- Proficient using all Microsoft Office applications including Word, Excel, Outlook, and Access. Must be able to operate multi-line telephone, fax, copier and other office equipment
- Able to work in a diverse and multi-cultural environment
- Willing to work on Saturdays if necessary