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Job Title	Administrative Assistant
PVN ID	VU-2409-006438
Category	Clerical/Office Services
Location	OFFICE OF SR VC FOR UNIVERSITY RELATIONS
Department	Cuny Citizenship Now!
Status	Full Time
Annual Salary	\$30,940.00 - \$34,580.00
Hour(s) a Week	35
Closing Date	Nov 05, 2024 (Or Until Filled)

## General Description

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**CUNY Citizenship Now!** the largest university-based legal assistance program in the nation, provides free and confidential immigration law services. Our model of legal services brings immigration assistance to New York City's neighborhoods and is rooted in the belief that immigrants should be empowered to advocate on their own behalf – a model of legal services called *pro se* – “*on behalf of themselves.*”

As part of our commitment to addressing the needs of New York City's immigrant community, CN! has recently expanded its services to focus on asylum seekers. In collaboration with the City of New York, we provide specialized assistance to those seeking asylum, Temporary Protected Status (TPS), and Employment Authorization Documents (EADs).

### Position Summary

The Administrative Assistant supports the Contact Center by performing essential daily tasks such as handling phone calls, scheduling appointments, data entry, and filing, specifically for the CN/MOIA Asylum program. Under the supervision of the Contact Center Supervisor, this role is responsible for maintaining the unit's efficiency, tracking daily activities, and ensuring that applicants receive all necessary information prior to their appointments. He/she performs administrative and clerical duties to ensure the efficiency of the center and is responsible for the tracking and monitoring of all applicant case files.

## Other Duties

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- Answer incoming calls and direct them to the appropriate Department and/or Staff.
- Enter and update information in Salesforce, ensuring accuracy and completeness.
- Maintain an up-to-date list of organizations that provide immigration and asylum support services.
- Check and return messages daily, documenting them for other staff as needed.
- Send confirmation emails to applicants and provide checklists of necessary documents for asylum

applications.

- Plan and schedule applicant appointments and follow-up visits, ensuring effective communication and coordination.
- Organize and maintain applicants' paper and electronic files.
- Ensure that applicants receive the Participant Registration Form and Declaration of Understanding and both forms are completed before consulting the attorney or paralegal staff.
- Maintain shared appointment calendar for the attorney and paralegal staff.
- Check messages daily and return calls - document messages for other staff.
- Monitor and request office supplies and equipment.
- Greet applicants and screen the applicants to be seen by the paralegals and attorneys.
- Perform other duties as required by the supervising staff.
- Collaborate with applicants to gather necessary documentation, including identity and civil documents.
- Provide information and guidance to asylum seekers, referring complex cases to the Staff Attorney as needed

## Qualifications

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- Passion for immigration
- Knowledge of Asylum work
- Associate's degree and 2 years' experience in an administrative or clerical
- Bilingual (Haitian Creole Preferred)
- Demonstrated ability to multitask and to work independently with minimal
- Excellent presentation and strong relationship or "people"
- A pleasant phone manner and professional attitude towards applicants and staff
- Strong written and oral communication
- Detail-oriented and accurate
- Proven organizational and problem-solving
- Proficient using all Microsoft Office applications including Word, Excel, Outlook, Access, SharePoint, and Google Drive
- Must be able to operate multi-line telephone, fax, copier, and other office equipment
- Ability to work in a diverse and multi-cultural environment
- Willing to work on Saturdays if necessary