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| <b>Job Title</b>      | Administrative Assistant                 |
| <b>PVN ID</b>         | VU-2510-007059                           |
| <b>Category</b>       | Clerical/Office Services                 |
| <b>Location</b>       | OFFICE OF SR VC FOR UNIVERSITY RELATIONS |
| <b>Department</b>     | Cuny Citizenship Now!                    |
| <b>Status</b>         | Full Time                                |
| <b>Annual Salary</b>  | \$32,760.00 - \$34,580.00                |
| <b>Hour(s) a Week</b> | 35                                       |
| <b>Closing Date</b>   | Dec 06, 2025 (Or Until Filled)           |

## General Description

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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 developed 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.

The administrative assistant supports the Call Center with the overall daily tasks such as phone calls, scheduling appointments, data entry, and filing. Under the supervision of the Call Center Supervisor, they will perform administrative and clerical duties to ensure the efficiency of the unit and are responsible for tracking and monitoring all daily activities. The administrative assistant will ensure that participants receive all necessary information prior to their appointments.

## Other Duties

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- Answer incoming calls and direct them to the appropriate department
- Assist participants in identifying needs and provide proper referrals
- Pre-screen and register participants over the phone to attend the application assistance events
- Schedule and confirm participants' appointments at City Council Member locations
- Perform database entry
- Monitor the City Council sites appointment calendar
- Compiles and maintains a list of organizations offering immigration and other support services
- Checking the messages, daily, and returning calls - document messages for other staff
- Send confirmation emails and appropriate checklists

- Perform other duties as assigned

## Qualifications

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- Associate's degree and 2 years' experience in an administrative or clerical position
- Passion for immigration issues
- Bilingual (Mandarin, Haitian Creole, or Spanish, preferred)
- Demonstrated ability to multitask, work independently, and with minimal oversight,
- 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 in using all Microsoft Office applications, including Word, Excel, Outlook, Access, Google Drive, and SharePoint
- 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