



## **Refugee & Immigrant Services (RIS) Administrative Coordinator**

Part-time, hourly

### **Position Summary:**

The RIS Administrative Coordinator provides support to the staff in Refugee & Immigrant Services. Key responsibilities include data entry, greeting clients and connecting them to staff & resources, contact and email management, scheduling meetings and processing forms and applications. This position offers a flexible work schedule and the option to work from home on a limited and pre-approved basis.

### **Accountability:**

The RIS Administrative Coordinator is accountable to the Director of Refugee & Immigrant Services.

### **Qualifications:**

- Experience providing administrative support and Associates Business degree preferred.
- Experience working in a database, preferably Salesforce.
- Computer skills, including experience with Google, Microsoft Windows and Office Suite, and ability to learn new software and systems.
- Ability to speak multiple languages, preferred
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- High level of accuracy and attention to detail.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to make decisions, address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, children, and staff or agency business.
- Sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

### **Administrative Team Responsibilities**

- Respond to phone calls and emails, track and follow up on correspondence.
- Assist clients in connecting them to appropriate staff and/or resources
- Support data entry and tracking of client information in Salesforce, where needed.
- Create and pull reports from Salesforce as needed.
- Monitor deadlines and project tasks
- Schedule meetings, secure and reserve space for meetings.
- General filing and archive support.
- Work with clerical/administrative volunteers to accomplish responsibilities.
- Administrative support for events as needed.

**General Agency Duties**

- Maintain clean and organized facilities, including storage and archives.
- Become knowledgeable about community resources and provide referrals to those who inquire.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Serve on CMC event committees as needed.
- Assist with the shared staff responsibilities for security of clients/volunteers and building.
- Perform other duties as requested/assigned.

**Physical Work Requirements**

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

\_\_\_\_\_

Name

\_\_\_\_\_

Date

Date Established: November 2022