



Client Intake/Administrative Assistant

Organizational Description: For over 30 years, the Northern Manhattan Coalition for Immigrant Rights (NMCIR) has been providing high quality, trustworthy immigration-related legal services to the immigrant community. NMCIR is a non-profit organization founded in 1982 to educate, defend and protect the rights of immigrants, through direct services, civic engagement, community organizing and advocacy. NMCIR is committed to providing the immigrant community of Northern Manhattan and the Bronx with legal immigration services, including assistance with citizenship, residency, and family-based petitions, in addition to advocating around detention and deportation. We are searching for someone who has the drive, patience and cultural sensitivity to provide our clients and paralegals with high quality customer service.

Position overview: This position involves managing the front desk responsibilities in a very fast-paced environment as well as managing the day-to-day administrative tasks, including answering phones, scheduling appointments for clients and screening clients to identify their needs. This position works closely with the Legal Services Department and senior management to effectively administer day to day operations. This position will provide you with the opportunity to expand your knowledge on the issue of immigration in order to effectively screen clients and provide them with the accurate information of our services.

Specific Functions:

- Greet all walk-ins, visitors and clients
- Screen clients for eligibility for our services
- Update lists of immigration-related services requirements as needed
- Update referral list to relevant organizations
- Manage appointment and walk-in schedule with Senior Paralegal
- Maintain organized front desk for accessibility to lists of documents requirements for clients
- Answer general phone line and email box, transferring when needed to appropriate staff person in a professional and courteous manner
- Responsible for internally distributing correspondence (emails, letters, phone calls)
- Maintain inventory and order supplies (including toner for copier/scanner)
- Assist with staff attendance
- Create and track reports of daily walk-ins/clients



- General filing
- Make bank deposits
- Field calls for workshops/citizenship drives/etc and coordinate the staff calendar for those who would attend
- Create fliers for various events
- Update website and social media pages with latest information about events and services.
- And other tasks as needed by the Executive Director

Qualifications:

- Associate's degree or some college
- Fluent in written and spoken English and Spanish is a must (proficiency or fluency in French, a plus)
- Must be detail-oriented with strong follow-through; must have administrative and organizational skills; and take pride in producing high quality work
- Basic knowledge of immigrant services and/or working with immigrant communities
- Basic computer skills (Microsoft Word and Excel)
- Professional experience in office environment is preferred
- Interest in growing professionally
- Enthusiasm and commitment to the mission and goals of the Northern Manhattan Coalition for Immigrant Rights
- Must be a "people person" who takes great pride in ensuring that each person who comes to NMCIR office is provided with the highest quality treatment and attention
- Derives energy from and enjoys working in fast-paced environment
- Works well in teams but is also self motivated

This position reports to the Deputy Director.

How to Apply: Send your resume and cover letter via email to team@nmcir.org.