



Job Description

R.D. Admin Assistant Immigration Services

Status: In Process

Job Profile	
<p>Job Title: RD Admin Assistant Department/Program: Immigration Reports to: Jesus Ibanez Job Details: Full-Time, Non-Exempt, Hourly, Permanent Scheduled Hours: 35-40 weekly Benefits Eligibility: Full Time Compensation: starting at \$20 per hour EEO-1 Component 1 Job Category: Professionals SOC Code: Six-Level SOC Job Code: 23-2011 FourDigit Census Code: 2170 Funding Details:</p>	<p>Pre-hire, Onboarding, Ongoing Requirements</p> <ul style="list-style-type: none"> - Insurability Under ELF's vehicle insurance policy and/or approved exemption - COVID vaccination and/or approved exemption - Mandated Reporter Training (as applicable) - Sexual Harassment Prevention & Response Training - Tuberculosis (TB) test clearance provided by either skin, blood, or chest X-ray (as applicable) - New hire orientation & I-9 document verification - Background Check clearance and/or approved exemption - Additional training & documentation as required - Lingual & Literacy Assessments for language requirements as implemented
Job Summary & Position Rationale	
<p>The Administrative Assistant – Immigration Services provides essential support to the immigration director and manager by handling administrative duties that ensure the smooth operation of immigration case management. This role is responsible for tracking completed cases, scheduling client appointments, managing files, and maintaining accurate records within client and case management systems. Additionally, the position involves following up with waitlisted clients, organizing case deadlines, and assisting with document preparation to facilitate efficient legal processes.</p> <p>This position is critical in maintaining an organized and efficient immigration services workflow. By managing client files, tracking deadlines, and supporting application processing, the Administrative Assistant helps streamline operations, allowing legal representatives to focus on case advocacy. The role also enhances client experience through timely communication and assistance in gathering necessary information, ultimately ensuring that immigration services remain effective and accessible.</p>	
Knowledge, Skills, and Abilities	
<ul style="list-style-type: none"> ● Bilingual & Bi-literate in English and Spanish - Ability to communicate effectively with clients and staff in both languages, both verbally and in writing ● Education and/or Work Experience - Two years of post-secondary education and/or comparable work experience in administrative roles, immigration, information & referral services, etc. ● Emotional & Cultural Competency - demonstrated in an ability to work with people of differing abilities, backgrounds, and language needs. 	
Duties/Responsibilities	
<ol style="list-style-type: none"> 1. File Management – Organize and maintain both physical and digital client files, ensuring accurate record-keeping. 2. Mail Processing – Process and file incoming mail and immigration-related documents in an organized manner. 3. Client Intake Entry – Enter new client intake information into Cerenade and upload required documents. 	

- 4. Case Tracking & Deadline Management** – Track and update case statuses, ensuring deadlines are met within Cerenade and legal representatives' calendars.
- 5. Appointment Scheduling** – Schedule and confirm client appointments, including follow-ups with waitlisted clients.
- 6. Client Information Updates** – Gather and update client biographic information, ensuring all necessary details are recorded accurately.
- 7. Client Communication** – Call clients to provide reminders for upcoming appointments and document submission deadlines.
- 8. Application Assistance** – Assist in completing biographical information for immigration applications and forms.
- 9. Court Filing Preparation** – Help prepare and organize court filings, including compiling supporting documents.
- 10. Application Submission** – Assist in assembling and mailing immigration applications, ensuring accuracy and completeness.
- 11. Case Management Software Administration** – Maintain case management software by updating client records and ensuring data accuracy.
- 12. Meeting Support** – Take meeting minutes for immigration-related meetings and distribute notes as needed.
- 13. Administrative Support** – Support the immigration director and manager with administrative tasks, such as managing emails and responding to inquiries.
- 14. Office Organization** – Perform general office administrative tasks, such as scanning, copying, and organizing materials for staff and clients.
- 15. Client Service & Assistance** – Provide excellent customer service by addressing client questions and concerns professionally and promptly.

Work Environment, Conditions & Requirements:

- Work generally takes place within an office environment. Air quality is good, with typically adequate lighting at desks/workstations. Occasionally, they will be expected to perform work duties in outdoor spaces during events or services related to outreach, walk-ins, high-demand service days, etc.
- Noise conditions are moderate and limited to self and others on telephone calls and general interactions with coworkers and the public.
- When performing most job duties, they will work in a private or shared office space with a designated workspace
- At times, they may be required to provide coverage or support in shared working environments.
- Works independently on day-to-day tasks and works collaboratively alongside other staff, volunteers, contractors, or interns as needed.
- Some travel may be required to pick up equipment, attend training, etc.
- Schedule - Typical work hours will be between 8-5 PM, with events on evenings and weekends as needed.

Physical Requirements

- able to hear staff on the phone and those served in person and speak clearly to communicate information to patients and staff.
- able to read memos, computer screens, personnel forms, and clinical and administrative documents.
- able to use fingers and hands to type on a keyboard or phone, print or scan documents, etc.
- able to sit or stand at a desk for extended periods

Work Environment Accommodation Request

You can request a worksite accommodation to support a personal or medical need. Please note that any listed work environment accommodation request will undergo an interactive process that involves you (as the employee) and ELF leadership in determining a workable solution. If necessary, ELF will request documentation supporting your personal or medical needs.

[Accommodation Request Form](#)**Employee Acknowledgement**

I have received a copy of my job description and have read and understood the job requirements, responsibilities, and expectations outlined in this job description. I attest that I can perform the essential job functions as outlined:

- With reasonable accommodations, I've submitted an accommodation request form above and would like to participate in an interactive process with ELF's HR department.
- without any accommodations required

Employee Signature:

Date: