



Job Description

Admin Specialist, Immigration

Status: Approved for use 12/15/24

Job Profile

<p>Job Title: Admin Specialist, Immigration Department/Program: Immigration Reports to: Teresa Garcia-Lee Job Details: Non-Exempt, Hourly, FT, Permanent Scheduled Hours: 35 - 40 hours per week, Benefits Eligibility: 401(K), Medical, Vision, Dental Compensation Range: \$ 16 - 20 per hour* EEO-1 Component 1 Job Category: Administrative Support Workers SOC Code: Social and Human Service Assistants Six-Level SOC Job Code: 21-1093 FourDigit Census Code: 2016</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 - Sexual Harassment Prevention & Response Training - Tuberculosis (TB) Test clearance provided by either skin, blood, or chest x-ray - New hire orientation & I-9 document verification - Background Check clearance and/or approved exemption - Additional Trainings & documentation as required - Lingual & Literacy Assessments for language requirements as implemented
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Job Summary & Rationale

An Administrative Specialist supports the Education & Leadership Foundation's mission by performing various duties including, but not limited to: reception desk coverage, physical and digital file and/or data management, information and referral (I&R) services within our immigration department.

This position was created to consolidate duties from the reception & file clerk positions and to streamline duties, responsibility, and processes across ELF and within the immigration department.

- Currently most filing practices are reliant on a single person, word of mouth practices,
- The immigration department needs to improve stability, sustainability, and documentation around their policies, procedures, and practices involving clients and staff.

This role will support:

- Physical and Digital Data Management - maintain department compliance regarding client files, case notes, case status updates, templates, etc.
- Information & Referral Services - work to provide comprehensive support to client needs within the immigration department and support overall ELF programs and initiatives.
- Department, Program & Staff Support - provide behind-the-scenes support related to staff and client support to help meet program outcomes & deliverables. The duties will change day-to-day but support the question - are our clients and employees within our department getting the help they need? and if not, how can I help?

Knowledge, Skills, and Experience

- **Bilingual & Bi-literate in English and Spanish** - Ability to communicate effectively with clients and staff in both languages, both verbally and in writing, to support the diverse population served by the immigration department.
- **Work Authorization** - Ability to work in the US, work authorization as a W-2 employee (see I9 requirements)
- **Driver Insurability** - Valid driver's license and comfortability driving company vehicle as needed
- **Emotional & Cultural Competency** - demonstrated in an ability to work with people of differing abilities, backgrounds, and language needs.
- **Professional Work Experience** - 2-3 years of progress work experience build soft skills related client or customer service, social service, demonstrating innovation and initiative in previous work environments
- **Interest or Experience in Immigration Law and/or Advocacy** - Related professional or educational experience and/or a desire for a career in immigration law, social work, community services, etc.

Performance Area: File & Data Management

- Receipts and taking payments from clients
- Assist staff with basic duties/print and make copies
- Make shipping labels, log incoming and outgoing mail, drop off mail at post office for various immigration department needs
- Sorting waitlist system & following up with clients about wait times and service updates
- Provide intake forms for clients at events, appointments, etc.
- Maintain physical files according to file retention policies & reporting purposes
- Maintain and systematically organize physical files containing grant-related materials for grants, contracts, etc.
- Update the ELF case management system with current information, including data entry and case notes.
- Maintain meticulous records and promptly generate activity reports detailing events and program outcomes.

Performance Area: Reception/Front Desk Coverage

- Supports ELF by answering phone calls in a polite and friendly manner.
- Directs callers to appropriate personnel or takes messages.
- Welcomes visitors and clients warmly and friendly and answers any questions they may have regarding ELF services.
- Coordinate appointments with clients in collaboration with the team.
- Maintain the reception area and all common areas (including restrooms and water fountain) in a clean and tidy manner.
- Sort and distribute incoming mail and department packages.
- Support other reception/front desk duties as needed to support immigration department outcomes, deliverables, and strategic goals.

Performance Area: Information and Referral (I&R) Support

- Answer phone calls courteously and direct callers to the appropriate personnel or take detailed messages. Provide accurate, professional, and timely information to all incoming inquiries.
- Welcome visitors and clients warmly, assist with inquiries about ELF services and ensure a pleasant visit by addressing any immediate needs.
- Read and respond to email requests.

Performance Area: Program Administrative Support

- Assist with livescan fingerprinting services to support clients, employees, etc. as needed (coming spring 2024)
- Check immigration restrooms daily to ensure cleanliness and functionality
- Check water stations & replace tanks as needed
- Ensure equipment is in working order and submit IT or maintenance requests as needed
- Wipe down high-touch surfaces such as chairs, doors, knobs, etc to support
- Ensure reception area and waiting areas are clean, welcoming, and in compliance according to department leadership
- Assist with other duties as assigned to support overall immigration department needs

Professional Development Opportunities & Pathways:

- Able to participate in COIL training and other immigration service or legal training as approved or requested by department leadership.
- Opportunity to participate in organization's steering committees, cross training, etc. as directed and approved by department leadership.
- Expected to participate in all staff training and development opportunities including topics such as self-growth, leadership, team building, mandated training for compliance, etc.
- If participating in the DOJ pre-accreditation and process, Admin Specialists within the immigration department have the opportunity to apply for open roles related to DOJ accreditation and subsequent promotions and wage increases.

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 administrative tasks, they will work in a shared, open office space with a designated workspace with a shared work computer for in-office administrative tasks.
- When performing physical tasks, they may be exposed to outdoor temperatures & elements, outdoor noises in an urban environment.
- Company Culture: a collaborative, multilingual staff supporting different organizational functional needs.
- Team Dynamics: works independently in day-to-day tasks, and works collaboratively alongside other staff, volunteers, contractors, or interns as needed
- Travel - some travel may be required to pick up equipment, attend training, etc.

Physical Requirements:

- Must be able to lift up to 25 pounds and push up to 50 pounds (on wheels).
- Must be able to hear staff on the phone and those who are served in person and speak clearly to communicate information to patients and staff.
- Must be able to read memos, computer screens, personnel forms, and clinical and administrative documents.
- Must have high manual dexterity.
- Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn

Schedule Requirements:

- Typical hours will be between 8-5PM, with the ability to work an evening a week and up to two weekend days a month.
- Will provide schedule coverage in coordinating with other administrative staff for reception coverage, answering client questions, and various I&R needs during business hours as directed by department leadership.

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 I 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 reasonable accommodations

Name (Print):	
Signature:	Date: