



Sin Barreras

Organization: Sin Barreras/Without Barriers, Inc.

Location: Charlottesville, VA

Position Type: Full-Time

Position Description: Office and Client Services Coordinator

Sin Barreras/Without Barriers, Inc. is a nonprofit dedicated to helping immigrants navigate US immigration, legal, healthcare, and educational systems with a focus on the Hispanic community. We provide direct services, referrals, workshops, and clinics through advocacy. We need a patient, resourceful self-starter to join the team in our Charlottesville, VA office. This full-time office administration position supports direct client services, coordinates events and outreach, creates reports, and engages the Hispanic community, agencies, and organizations.

Key Responsibilities:

Office Operations and Documentation:

- Oversee the daily operations of the office to ensure a smooth workflow.
- Create and maintain office systems or forms to improve efficiency.
- Prepare and submit monthly reports on office activities and client services.
- Attend staff meetings and contribute to organizations growth.
- Assist with reporting and documentation related to all client services.
- Manage outreach requests.

Client Services:

- Promptly check and respond to emails and forward messages to the appropriate staff members.
- Manage and update the call log to ensure that all messages are returned promptly.
- Answer phone calls, address inquiries, and provide guidance to clients.
- Welcome clients and assist them upon arrival.
- Understand immigration applications and status requirements.
- Stay updated on local resources to provide clients with accurate information.

Appointment Management:

- Schedule and manage client appointments, ensuring the internal calendar is up-to-date.
- Send text messages or call clients reminding them of their appointments.
- Coordinate with clients and staff to ensure smooth appointment scheduling.

Event Coordination:

- Contribute to the planning, organization, publicity and coordination efforts for events, including consulate visits.

Volunteer Management:

- Guide office volunteers by assigning tasks and providing necessary support.

Social Media and Communication:

- Update social media platforms with important information for community members.
- Ensure timely and accurate communication of relevant information to the community.

Qualifications:

- Bilingual in English and Spanish.
- Must have previous office experience
- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Knowledge of immigration applications and processes is a plus.
- Ability to work both independently and as part of a team.
- Proficiency in using office software (e.g., Microsoft Office, Google Suite).
- Experience with social media management.
- Patience, care and compassion for working with immigrants.
- Ability to work in a changing environment with an evolving organization.
- Passion for the cause of all human rights.

Salary

The salary will be between \$17 and \$25 per hour, depending on the candidate's qualifications and experience.

How to Apply:

If interested, please email your resume to [hiring@sinbarrerasville.org](mailto: hiring@sinbarrerasville.org) for consideration. For more information, email us, call (434) 531-0104, or visit us at www.sinbarrerasville.org.

Note: Please be advised that only applicants with prior office experience will be eligible for consideration and will receive a response.