



## **Hispanic Unity of Florida**

### **Job Description**

**Job Title:** Administrative Assistant

**Reports To:** Civic Engagement Director

**Classification :** Full Time – Non Exempt

**Schedule:** Full time, 40 hours per week. Monday-Friday, 9 am to 6:00 pm

**Salary Range:** \$15 - \$20

**Dated Released:** March 2024

### **Summary:**

Provides general administrative support to the HUF Immigration Services Office. This position requires the management of the reception area, answering phones, preparation of routine correspondence, general filing, and pick up/delivery of correspondence. Responsible for maintaining student's statistics and follow up with each client's case until completion.

### **General Duties**

- Meets and greets customers in a professional manner.
- Answer all phone calls and respond to voice messages.
- Assist with initial client interview to obtain relevant case information.
  - Support with my.uscis.gov open accounts.
- Locate, obtain, and preserve client documentation and its confidentiality.
- Review and organize client documentation.
- Analyze and summarize all clients' information and ensure its accuracy prior to appointment. Verifies all the required documentation.
- Draft correspondence to clients and assist them with the preparation of the US Passport application and voting registration as needed.
- Track the status of filings and inform the client of any follow-up that may be required.
- Assist customers with an outside interpreter, if necessary.
- Maintain client files and input client information in the program's database.
- Prepare and submit the Students Quarterly Report to USCIS
- Maintains Staff's calendar.
- Pick up correspondence from the main office and deliver correspondence to the Post Office, daily.
- Manage the office budget and ensure that funds are disbursed in a timely manner.
- Initiates Purchase Orders (PO) in accordance with HUF's financial guidelines and maintains accountability of all purchase receipts.
- Procure all office supplies and equipment.

- Collects administration fees, cash, and credit cards, from customers and issues the appropriate receipts. Subsequently prepares and submits the cash report of all fees collected.
- Maintains students' statistics i.e., attendance report, scores, etc.
- Set up the classroom, including the connection of all computer equipment, smart board, and Zoom connectivity.
- Participates and assists the Program Manager with the organization of workshops.
- Notarize documents as required by USCIS.
- Participate and complete USCIS Naturalization training and other program training, as required by Director.
- Support with my.uscis.gov open accounts.
- Perform other related administrative duties, as needed.

### **Qualifications:**

The ideal candidate will have a bachelor's degree and/or a minimum of one year of office administration experience. Strong written and oral communication skills in Spanish and English are required. Proficiency in Microsoft Excel, Power Point and Word is a must.

Other required skills:

- Excellent attention to detail and strong organizational and communication (oral and written) skills.
- Ability to work efficiently in a fast-paced environment with an emphasis on ability to work with a team.
- Strong skills in working on multiple projects.
- Able to communicate with customers from different backgrounds.

I have read this job description and understand my responsibilities.

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

"This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice".

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*Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified accommodation with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

Created: April 2018

Updated March 2024 by Magaly Alvarado