



COALITION
FOR IMMIGRANT
FREEDOM

(212) 781-0355

web: coalitionfreedom.org

email: info@coalitionfreedom.org

5030 Broadway, Suite 639, NY, NY 10034

(between 213th St. and 214th St.)

Client Intake Coordinator/Administrative Assistant

Coalition for Immigrant Freedom seeks a Client Intake Coordinator/Administrative Assistant committed to immigrant rights to join our team.

Coalition for Immigrant Freedom, also known as Northern Manhattan Coalition for Immigrant Freedom (The Coalition), is a 501(c)3 non-profit dedicated to educating, defending, and protecting the rights of all immigrants. For 40 years we have been a highly respected cornerstone of the community, providing exceptional quality legal services, adult literacy programming, and worker center services to low-income New Yorkers. The Coalition plays a crucial role in uplifting New York's most underserved communities, often being their first point of entry for accessing legal aid, educational programs, or basic social services.

At the height of the pandemic the Coalition served as a disaster recovery & relief center, never closing its doors, recognized by city and state officials as an essential frontline organization. In addition to providing services for which we receive funding, we also fundraised to address the dire food and shelter insecurity our clients experienced as a result of the pandemic. As the BIPOC communities we serve continues to be disproportionately impacted, we never stop elevating their voices.

Opportunity:

As the Client Intake Coordinator/Administrative Assistant, you will work closely with the Legal Department to effectively administer the Coalition's immigration legal services and daily administrative tasks. This position requires you to work in a fast-paced and high-pressure environment answering phones, scheduling appointments for clients, and screening clients to identify the legal services needed. Additionally, you will be provided the opportunity to expand your knowledge on the issues of immigration in order to effectively screen clients and provide them with the accurate information of the services we offer.

Essential Duties and Responsibilities include but are not limited to:

- Greets all walk-ins, visitors, and clients
- Screens clients for eligibility for our services
- Conducts mental health and domestic violence intake with clients
- Updates lists of immigration-related services requirements as needed
- Updates referral list to relevant organizations
- Manages appointment and walk-in schedule with Senior Paralegal
- Maintains front desk organized with lists of required documents and other resources for clients
- Manages the general phone line and email, transferring when needed to appropriate staff person in a professional and courteous manner
- Responsible for internally distributing correspondence (emails, letters, phone calls)



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- Maintains inventory and orders supplies (including toner for copier/scanner)
- Attends monthly staff meetings
- Creates and track reports of daily walk-ins/clients
- General filing
- Makes bank deposits
- Fields calls for workshops/citizenship drives/etc. and coordinate the staff calendar for those who would attend
- Creates fliers for various events
- And assists Deputy Director and/or Supervising Paralegal in other tasks

Requirements:

- Associate degree or some college
- Fluency in written and spoken English and Spanish are a must (proficiency or fluency in French, a plus)
- Exceptionally reliable
- 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 is a plus
- Basic computer skills (Microsoft Word, Excel, PowerPoint, Google Suites, Zoom)
- Professional experience in office environment is preferred
- Interest in growing professionally and learning
- Enthusiasm and commitment to the mission and goals of the Coalition
- Must be a “people person” who takes great pride in ensuring that each person who come to the Coalition office is provided with the highest quality treatment and attention
- Derives energy from and enjoys working in fast-paced environment
- Team-player who can also work independently.

This position reports to the Deputy Director and Senior Paralegal.

This position is full-time in-person, with excellent health benefits.

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