



CARECEN

Central American Refugee Center

The Central American Refugee Center (CARECEN) is a non-profit that has served the immigrant community on Long Island for four decades through legal services, community education and advocacy. We seek an Office Coordinator to join our Operations Team. The Office Coordinator position is full-time, hourly, non-exempt.

Overview of the Role

The Office Coordinator will provide clerical and administrative support to CARECEN staff and clients on a daily basis at our Hempstead office. The Office Coordinator's main responsibilities are to keep the office organized and running efficiently while being an ambassador of the organization to everyone who calls or comes into our office and providing administrative support to CARECEN staff. The Office Coordinator will work on site during normal office hours of 9am – 5pm Monday through Friday with remote work permitted every other Friday.

Primary Responsibilities

Duties include, but are not limited to:

- Greeting clients and guests, and answering visitor inquiries
- Answering and screening incoming calls and voicemail on a multi-line VOIP telephone system
- Scheduling client appointments via Google Calendar
- Maintaining and scheduling office meeting spaces as needed
- Ensuring that office spaces are clean and organized
- Scanning, photocopying, faxing, filing, and creating documents
- Assisting with file management, following internal records retention and disposition policies
- Receiving and processing client documents and payments
- Collecting, sorting, and delivering mail to/from the Post Office
- Providing support to staff for client payment processing, cash receipts, and training on financial and operational processes
- Support managing resources and supply inventory for all offices
- Establishing desk and office assignments for individual and shared office spaces
- Managing landlord and/or broker relationships, including facilitating communications with landlords and maintenance requests
- Addressing security concerns and ensuring safety of staff while on premises

- Facilitating staff access to offices, including assignment of parking spaces and gate access in Hempstead office, and copying office keys
- Establishing and monitoring policies and protocols for office cleanliness and maintenance of shared spaces
- Other duties as needed

Qualifications and Requirements

- English and Spanish fluency required
- Adaptable, dependable, friendly, and eager to learn
- Excellent written and verbal communication required
- Office administration, reception/secretarial experience required
- Excellent computer skills, including MacOs, Google Suite, Microsoft Office, Adobe, Zoom, and general office equipment
- High school diploma or equivalent preferred
- Prior experience in a legal or immigration nonprofit setting and a desire to learn about immigration law/topics a plus
- Must possess excellent interpersonal and customer service skills to communicate with board members, senior management, attorneys, community partners, news media, clients, vendors, staff, and visitors.

Home Office: Position is based at CARECEN’s Hempstead office, with remote work permitted every other Friday.

Supervisor: Director of Operations

Compensation:

- \$19.71 to 23.50 hourly
- Full medical, dental, and vision insurance (up to \$1,050/month employer-paid premiums)
- 21 PTO days, 5 health/wellness days and generous holidays each year
- Life insurance
- 401(k) matching
- Disability and paid family leave insurance
- Staff-selected, employer-paid professional development opportunities

To Apply: Send a detailed cover letter explaining why this job would be the perfect fit for you, your resumé/CV, and three (3) references to jobs@carecenny.org with “Office Coordinator” included in the subject line. Applications will be reviewed on a rolling basis until the position is filled.

CARECEN is an equal opportunity employer and embraces diversity. Immigrants, women, persons of color, LGBTQ and persons from traditionally marginalized groups are encouraged to apply.