



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 Operations Associate to join our Operations Team. The Operations and Communications Coordinator position is a full-time, hourly, non-exempt.

Overview of the Role

Under the supervision of the Director of Operations, the Operations and Communications Coordinator will play a vital role in supporting the day-to-day functions of CARECEN. This hybrid position combines remote administrative and communications work with in-person office support and onsite communications duties once to twice per week. Onsite administrative support weekly will take place at both our Hempstead and Brentwood locations. The ideal candidate is highly organized, detail-oriented, tech-savvy, and comfortable working both independently and as part of a team to ensure smooth and efficient operations across the organization.

Administrative & Operational Support

- Provide general administrative support to improve operational efficiency and workflow.
- Offer basic IT support, including assisting the Director of Operations deploying devices
- Coordinate office equipment maintenance and troubleshoot issues as needed.
- Manage Google Calendar systems.
- Monitor office inventory and manage supply orders to ensure adequate stock.
- Collaborate cross-departmentally to support CARECEN's broader organizational goals.

Communications & Design

- Plan and implement content strategy using Wix, Canva, or alternative platforms for printed materials, digital materials, social media, and web pages.
- Manage requests and deadline schedule for print and online media. Respond to internal requests for program materials, ads, and digital and printed content.
- Create and distribute fliers, social media posts, and website updates to internal and external audiences.
- Track and report communications data, such as web traffic and social media engagement.
- Attend designated CARECEN events to photograph key moments and document activities for promotional, archival, and reporting purposes

In-Person Office Support (Minimum Once Weekly)

- Provide on-site support to Office Coordinators at CARECEN's Hempstead and Brentwood offices.
- Greet and assist clients and visitors, manage front desk operations, and answer inquiries.
- Assist in answering and route incoming calls and voicemails using a multi-line Zoom VOIP phone system.
- Assist in receiving and processing client documents and payments.
- Other duties as assigned.

Qualifications

- Bilingual fluency in English and Spanish (required).
- Strong organizational skills, dependability, and eagerness to learn.
- Excellent written and verbal communication abilities.
- Prior experience in office administration or operations support.
- Proficiency in MacOS, Google Workspace, Wix, Canva, and general office equipment.
- High school diploma or equivalent (required).

Home Office: Hybrid / based out of CARECEN's Hempstead and Brentwood offices

Supervisor: Director of Operations

Compensation: \$21.00 to \$26.00/hour

- Full medical, dental, and vision insurance (up to \$1,050/month employer-paid premiums)
- Prorated PTO days, and prorated health/wellness days and generous holidays each year
- 401(k) matching
- Life insurance
- 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 "Operations and Communications 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, BIPOC, LGBTQ+ and persons from other traditionally marginalized groups are encouraged to apply.