



Position Title: Administrative Specialist

About NewBridges

Since 2000, NewBridges has been a vital resource in the Shenandoah Valley, providing direct services and connecting people to community resources. NewBridges provides legal representation in approximately 200 immigration cases per year, ensuring immigrants from all over the world making their home in the Shenandoah Valley have access to reliable, affordable support.

Position Description: The Administrative Specialist is responsible for overseeing the smooth day-to-day operations of our office, while offering assistance to both program and development operations. Key responsibilities include greeting clients, recording and assigning voicemail and other messages, receiving client payments, and providing assistance with the donor database and occasional events.

Core Responsibilities:

Office Management & Clerical

- Maintain appropriate levels of office supplies (workspace; kitchen; bathroom)
- Keep office workspace organized
- Maintaining Pantry in Client Wait Room (non-perishable, produce, hygiene items, school supplies)
- Disinfect waiting room weekly

Client-Engagement

- Greet clients and guests with a friendly and helpful demeanor
- Track and assign walk-ins, voicemail, and email inquiries
- Take and record client payments

Development

- Data entry and maintenance in Little Green Light software
- Generate and mail gift receipts and acknowledgements weekly
- Make weekly deposit at bank
- Assist ED with donor meetings and community engagement opportunities (scheduling, preparing materials, etc.)
- Assist with the generation of social media posts and marketing materials through Canva as needed
- Assist with all fundraising events as needed (preparation and day-of event) especially the Annual Fall Gala.
- Place orders with print center as needed
- Attend monthly Development Committee meetings and record minutes

Program

- Take minutes at weekly staff meeting
- Staff the front desk when Resource Navigation staff member is meeting with a client
- Enter Inquiries into Inquiry Tracker & notify team members
- Schedule client consultations and appointments for staff, as needed and in conjunction with Immigration Legal Program
- Scan and file documents for Immigration Legal Program
- Make reminder calls to Immigration Legal Program clients
- Assist in tracking Immigration Legal Program data – Clients & Payments

Expectations for All NewBridges Team Members

1. Attend and actively engage in weekly staff meetings and monthly staff lunches by being attentive, contributing relevant ideas, and sharing insights, updates, and challenges in a way that fosters collaboration.
2. Serve as a representative of NewBridges at community events, fostering goodwill, building relationships, and effectively communicating the organization's mission, values, and impact. Attendance at events outside of regular work hours will be required occasionally.
3. Greet and assist walk-in visitors with an emphasis on building strong, positive relationships with clients.
4. Maintain up-to-date knowledge about NewBridges services and issues likely to affect NewBridges clients.
5. Foster a positive and supportive team environment by approaching conversations with colleagues in a professional and respectful manner. Provide feedback in a way that is honest and supportive and focused on finding solutions.
6. Work collaboratively toward shared goals, demonstrating flexibility, willingness to help others, and a commitment to the team's overall success.

Qualifications:

- Bilingual in English and Spanish (reading, writing, speaking and listening)
- Attentive to detail
- Excellent time and task management skills
- Sensitivity to immigrant experiences and concerns among immigrant populations
- An in-the-moment attitude of relational sensitivity.
- Able to take initiative on basic problem-solving and troubleshooting as needed
- Able to seek clarity and guidance as needed
- Understands foundations of professionalism (i.e. communication, limiting distractions to work, being on time, following through on tasks, understanding the responsibility of the role and work and impact on other team members)

Other Details:

- Salary: \$20-23/hour depending on experience
- 30 hours per week to be worked Monday to Thursday between 9am and 4:30pm.
- 30 minute paid lunch break when office is closed to clients between 12:30-1:30
- On-site at NewBridges office; occasional event venue locations
- Reports to Executive Director
- 90-day evaluation period to provide and receive feedback on the role
- This position is eligible for paid vacation time following six months of successful work in addition to two weeks of Administrative Time Off (July 4th week and last week of December). Additional paid holidays throughout the year (MLK Jr Day, Good Friday, Easter Monday, Labor Day, Thanksgiving Thursday and Friday).
- 80% premium coverage on selected health insurance