



## Office Administrator - Immigration Legal Services

Sacramento Food Bank & Family Services (SFBFS) welcomes people of all backgrounds and circumstances, providing a judgement-free zone for individuals and families throughout Sacramento County. A staff of more than 80 and several thousand volunteers take our mission of fighting food insecurity one step further by offering education and support for families wanting to shape their best tomorrow. More information is available at [www.sacramentofoodbank.org](http://www.sacramentofoodbank.org).

### POSITION DESCRIPTION

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The **Office Administrator** manages the front desk and answers telephones including the collection and processing of all client service fees. The Office Administrator provides support to Immigration Legal Services staff and communicates with clients to prepare documents for removal (deportation) defense cases and affirmative immigration applications. The Office Administrator assists with community outreach events to educate the immigrant community regarding potential avenues for relief.

The Office Administrator is responsible for the following tasks (including but not limited to):

- Collection and processing of all client service fees: inform clients of fee schedule, fee collection, receipt generation, documentation and reminders of payments due
- Client Communication: manage front desk; answer telephones and schedule appointments, monitor voicemail messages and return client calls or forward calls to appropriate staff, confirm client appointments, keep accurate notes of client communications in database, interview clients to complete forms and draft declarations
- Filing and data entry: create and maintain electronic case management system and hard copies of files, input information about received mail into client database; sort, open and route mail; calendar key dates and implement tickle system
- Administrative assistance: Meter and mail outgoing correspondence, prepare exhibits and immigration court filings, draft correspondence, translate documents, photocopy documents and order supplies
- Assist with group processing and community outreach events

### REQUIREMENTS

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- Minimum of 2+ years experience as an assistant or receptionist required (prior experience in immigration law firm setting preferred); Associate's degree (preferred)
- Fluency in Spanish and English (oral and written)
- Ability to communicate with clients in a courteous and professional manner and capacity to prioritize and manage multiple projects to meet deadlines
- Proficiency in Microsoft Office Suite and internet research
- Bookkeeping experience preferred
- Competency to service clients from a variety of cultures and strong desire to serve the low-income immigrant population

### POSITION DETAILS

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- Full time, hourly position; Monday through Friday, with occasional evenings, weekends and holiday as required
- Comprehensive benefits available

**Applicants must e-mail resume and cover letter (in both English and Spanish), [SFBFS employment application](mailto:employment@sacramentofoodbank.org) (which includes 3 professional references) to [employment@sacramentofoodbank.org](mailto:employment@sacramentofoodbank.org) for consideration. No phone calls please.**