



Center for New Americans

A Community-Based Education and Resource Center for
Immigrants and Refugees in Western Massachusetts

Administrative Support Associate Job Description

Supervisor: Executive Director

Schedule: 20 hours/week 52 weeks/year

Responsibilities:

Reception

- Welcomes and greets walk-in visitors; buffers staff from unscheduled visits
- Answers phones and forwards calls to the right staff
- Gives program and referral information to the public
- Checks reception voicemail and the email box info@cnam.org for messages

Staff Support

- Mail:
 - Opens, date-stamps, and distributes mail
- Supplies:
 - Requests, receives, and distributes supply orders (postage, office, educational) monthly and as needed
- Schedule:
 - Maintains agency-wide calendar and sends invites for staff meetings and other events
- Assists in posting open jobs
- Copies, digitizes, and files paper and electronic documents pertaining to clients, students, donors
- Maintains agency staff files and lists
- Updates program information for community resource databases (Mass Adult Ed Hotline, Mass 211, etc)

Development

- Assists with donor mailings

Technology

- Assists with data entry into our database
- Troubleshoots equipment problems, such as printers and phones, or calls for repairs

Finance

- Assists with some bookkeeping duties, such as sending out accounts payable checks, filing, and making bank deposits
- Processes daily cash receipts

Other

- Other duties as assigned

Preferred Qualifications

- Attention to detail and ability to multi-task for multiple staff
- Protects the confidentiality of sensitive student and client information
- Computer proficient (Microsoft Suite, Acrobat, Gmail, Google Calendar, Powerpoint)
- Experience with databases
- Proficient in Spanish highly desirable
- Comfortable working with people from different backgrounds, races, ethnicities
- 2 years of secondary education
- Well-organized, dependable, flexible, friendly
- Strong oral and written communication skills

Center for New Americans is an Affirmative Action/Equal Opportunity Employer

Center for New Americans (CNA) is a community-based, non-profit adult education center that provides the underserved immigrant, refugee and migrant communities of Massachusetts' Pioneer Valley with education and resources to learn English, become involved community members and obtain tools necessary to maintain economic independence and stability.