



**Location:** Centreville Labor Resource Center, 5944 Centreville Crest Ln. Centreville, VA 20121

**Summary of the Position:**

The Bilingual part-time administrator plays a key role in the reception and customer service of the Centreville Labor Center. This position requires bilingual skills to effectively communicate in both Spanish and English, providing exceptional service to all visitors, employers, members, volunteers, collaborators, and colleagues. This position works closely with a small team of additional front desk assistants, program staff, and organizational management.

**Main Responsibilities:**

1. Answer and direct incoming phone calls in a professional and courteous manner.
2. Welcome and guide members who arrive for services and other visitors in a friendly and efficient manner.
3. Manage incoming and outgoing correspondence, distributing it appropriately within the organization.
4. Provide administrative support, data entry, document management, feedback calls, and preparation of materials for meetings.
5. Maintain cleanliness and orderliness in the reception area.
6. Collaborate closely with other departments and staff to ensure timely and effective communication.
7. Facilitate daily operations with members, volunteers, and staff.
8. Perform additional tasks assigned by management as needed.

**Requirements:**

- Fluent proficiency in Spanish and English, oral, written, and comprehension.
- Previous experience in customer service positions, preferably in office and culturally diverse environments.
- Excellent interpersonal communication skills.
- Ability to work effectively both independently and as part of a team.
- Ability to manage multiple tasks and priorities in a dynamic environment.
- Basic computer skills, including proficiency in Microsoft Office programs.
- Excellent problem-solving skills, with the ability to address and resolve situations effectively and promptly, with consultation or without, as appropriate.
- Punctuality and ability to adhere to established schedules.
- Active collaboration with the direct supervisor to coordinate any work-related situations and seek solutions jointly.
- Demonstrate a high level of respect and ethics in all work and professional interactions, including but not limited to, staff, members, employers, volunteers, board of directors and directiva members.



- Maintain confidentiality and integrity in handling confidential information and data from the organization, employers, and members.
- Act ethically and in accordance with the organization's values on all job activities and decisions made in the performance of the position.
- Must be 18 years or older.

**Preferred:**

- Ixil language
- Previous experience in data management using platforms such as Salesforce, Google Docs, and Excel.

**Terms of Employment:**

- Job Classification: Part-time
- Hourly: \$19–23 (25 hours/week)
- Typical Schedule: 6:00am to 12:00pm, 4 days a week (between Monday - Saturday)
- Benefits:
  - Paid Training
  - Vacation
  - Sick Leave
  - Retirement benefits

**Application Process:**

Interested candidates should send their resume and an optional cover letter highlighting their relevant experience and language proficiency in Spanish and English to [apply@thecifva.org](mailto:apply@thecifva.org). applications will be reviewed on a rolling basis, deadline to apply August 31, 2024.

Centreville Immigration Forum (CIF) is an equal-opportunity employer; people of color and individuals from diverse backgrounds are encouraged to apply. CIF does not discriminate on the basis of race, color, national origin, ethnic background, citizenship status, religion, political orientation, genetic information, sexual orientation, age or disability status.