



Position Description: Client Service Coordinator

Sin Barreras (Without Barriers) is a nonprofit dedicated to helping immigrants navigate US immigration, legal, healthcare and educational systems with a focus on the Hispanic community. We do this by providing direct services, referrals, workshops, clinics and through advocacy. We need a patient, resourceful self-starter to join the team in our Charlottesville, VA office. The position is primarily administrative support, but can be expanded or grow based on the candidate's abilities, motivation, and passion. This position supports direct client services, coordinating events and outreach, and engaging the Hispanic community and partner organizations.

Responsibilities include:

- Tracking and managing requests from clients or partner agencies and communicating to the appropriate parties for resolution.
- Attending to client needs through information requests and/or referrals and the variety of services we offer during office hours.
- Maintaining, updating and/or establishing procedures for the office, services, technology and other areas.
- Having an open line of communication and collaborating with team members and volunteers.
- Assist in organizing and managing data, files and technology.
- Participate in generating monthly, quarterly and annual reporting, as well as new templates.
- Contributing to the planning, organization, publicity and coordination efforts for events.

Skills and Characteristics:

- Have patience, care and compassion for working with immigrants
- Understand and promote the mission, vision, and values of Sin Barreras
- Strong written and verbal communication skills in both English and Spanish
- Organized self-starter able to set priorities
- Strong technical skills (Microsoft and Google Applications)
- Ability to work in a changing environment with an evolving organization
- A passion for the cause of all human rights

Other Valued Skills or Experiences, but not required:

- Knowledge of community programs, services and resources
- Marketing and Publicity
- Technology
- Fundraising
- Volunteer management

We are a small, but growing organization working in a space with enormous need. We are looking for candidates who are dedicated to our mission and willing to grow with us. Compensation is offered, however, we believe these opportunities are best fit for candidates who are also looking to gain valuable hands-on non-profit experience at the grassroots level. Come be part of something big!

Please email your resume to [hiring@sinbarrerascville.org](mailto: hiring@sinbarrerascville.org) for consideration. For more information, email us, call (434) 531-0104, or visit us at www.sinbarrerascville.org.