



Sin Barreras

Organization: Sin Barreras/Without Barriers, Inc.

Location: Charlottesville, VA

Position Type: Full-Time

Position Description: Client Services Coordinator

We are seeking a patient, resourceful, and self-motivated individual to serve as our full-time Client Service Coordinator in our Charlottesville, VA office. This role is central to our mission and serves as a key point of contact for the community. The Client Service Coordinator is responsible for managing and delivering direct client support, scheduling appointments, and ensuring that our community remains informed, welcomed, and engaged.

Key Responsibilities:

Client Services:

- Assist with reporting and documentation related to all client services.
- Promptly check and respond to emails and forward messages to the appropriate staff members.
- Manage and update the call log to ensure that all messages are returned promptly.
- Answer phone calls, address inquiries, and provide guidance to clients.
- Welcome clients and assist them upon arrival.
- Understand immigration applications and status requirements.
- Complete passport applications for clients.
- Stay updated on local resources to provide clients with accurate information.

Appointment Management:

- Schedule and manage client appointments, ensuring the internal calendar is up-to-date.
- Send text messages or call clients reminding them of their appointments.
- Coordinate with clients and staff to ensure smooth appointment scheduling.

Event Coordination:

- Contribute to the planning, organization, publicity and coordination efforts for events, including consulate visits.

Social Media and Communication:

- Update social media platforms with important information for community members.
- Ensure timely and accurate communication of relevant information to the community.

Qualifications:

- Bilingual in English and Spanish.
- Must have previous office experience

- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Knowledge of immigration applications and processes is a plus.
- Ability to work both independently and as part of a team.
- Proficiency in using office software (e.g., Microsoft Office, Google Suite).
- Currently a notary public or willingness to become a notary public.
- Experience with social media management.
- Patience, care and compassion for working with immigrants.
- Ability to work in a changing environment with an evolving organization.
- Passion for the cause of all human rights.

Salary

The salary will be between \$17 and \$20 per hour, depending on the candidate's qualifications and experience.

How to Apply:

If interested, please email your resume to hiring@sinbarrerascville.org for consideration. For more information, email us, call (434) 531-0104, or visit us at www.sinbarrerascville.org.

Note: Please be advised that only applicants with prior office experience will be eligible for consideration and will receive a response.