

Organization: Sin Barreras/Without Barriers, Inc.

Location: Charlottesville, VA

Position: Full-Time Client Service Coordinator

Position Type: On-site | Monday - Thursday | 11am - 7pm | Optional Remote - Fridays



Sin Barreras

Position Description:

We are seeking a patient, resourceful, and self-motivated individual to serve as a **Full-Time Client Service Coordinator** in our Charlottesville office. This new role is to expand our staff capacity to directly address the overwhelming surge in community needs by scaling up several critical services. This role is central to our mission and serves as a key point of contact for the community. The role 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 client messages (voicemails and text messages) and forward messages to the appropriate staff members
- Answer phone calls, address inquiries, and provide guidance to clients
- Manage and update the call log to ensure that all messages are returned promptly
- Welcome clients and assist them upon arrival
- Stay updated on local resources to provide clients with accurate information
- Notarize client documents

Immigration Services:

- Understand immigration applications and status requirements
- Taking payment for Accredited Representative services

Appointment Management:

- Schedule and manage client appointments, ensuring the internal calendar is up-to-date
- Coordinate with clients and staff to ensure smooth appointment scheduling
- Coordinate with volunteers and partnering providers to offer in-office appointments
- Coordinate with temporary initiatives related to resources to the community

Social Media and Communication:

- Ensure timely and accurate communication of relevant information to the community
- Post flyers for upcoming events on WhatsApp status, and answer client questions about details of upcoming events
- Review/clean up on entrance information (flyers and printed material)

Bookkeeping:

- Taking payments for client services (cash, check, via point of sale devices), manage cash box, and writing cash receipts

Meeting, Reporting, and Process Analysis:

- Update internal event tracker, in tandem with all team members, with relevant information
- Gather testimonials from clients for reporting and marketing purposes
- Updating processes material of Sin Barreras' Welcoming and Navigation and Health and Wellness programs
- Revising processes of Welcoming and Navigation and Health and Wellness programs

Qualifications:

- Bilingual in English and Spanish.
- Must have previous office experience
- Self-motivated, with 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.
- 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.

Conditions:

- Supervisor: Executive Director
- Starting Date: As soon as possible
- Work schedule: on-site at the Sin Barreras Office in Charlottesville, Virginia during the work week, with optional Friday remote work
- A comprehensive benefits package is offered, including health, dental, and vision insurance, 20 days of paid time off annually, and Sin Barreras is currently implementing a Roth IRA retirement plan via RetirePath Virginia
- Sin Barreras does not sponsor work visas at this moment.

Compensation & Benefits

- The salary will be between \$20 and \$23 per hour, depending on the candidate's qualifications and experience.
- Minimum of 35 hours per week, up to 40 hours per week depending on workload.

How to Apply:

Please email your cover letter and resume to hiring@sinbarrerascville.org with "Client Service Coordinator" as the subject line . 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.

Disclaimer: This job description is intended to provide a summary of the general nature and level of work performed by this position. It is not intended to be an exhaustive list of all duties, responsibilities, and qualifications. As with all positions at Sin Barreras, the responsibilities, roles, and requirements of this job may change. The organization reserves the right to modify this job description and assign additional duties or responsibilities as needed to meet organizational requirements.

About Sin Barreras / Without Barriers, Inc.

Sin Barreras is a Charlottesville nonprofit that empowers immigrant families through education, immigration services, resources, and advocacy. We offer adult English and literacy classes, driver's test prep, referrals, an annual cultural event and BIA-represented legal support. Our team is bilingual and culturally responsive, and we partner with local organizations to reduce barriers and expand opportunity for Latino and immigrant communities.