East Bay Sanctuary Covenant (EBSC) is a non-profit organization dedicated to providing legal services, community organizing, and transformative education to support low-income immigrants and people fleeing violence and persecution.

EBSC is seeking an Office Administrator to join its team. This position is usually the first point of contact that clients and potential clients have with EBSC.

**PRIMARY RESPONSIBILITIES**

Typical duties and responsibilities include, but are not limited to, the following:

- **Front Desk and Hotline:**
  - Receptionist: respond to all incoming phone calls and hotline calls, answering questions, scheduling appointments and providing resources. Monitor voice mails, text messages and emails and respond to clients by phone or in writing.
  - Keep voice messages and phone directory up to date;
  - Collaborate with paralegals during hotline hours to respond to client inquiries;
  - Answer the front door, responding to clients who show up at the office;
  - Monitor general emails sent to info@eastbaysanctuary.org;

- **Managing Vonage, the office phone and fax system;**
- **Office supplies:** monitor office supplies and place regular orders;
- **Send mass texts to clients on behalf of EBSC programs;**
- **IT:** set up new hires with email account, phone number, VPN, business cards etc.
- **Work collaboratively as part of EBSC’s team and communicate regularly with other staff.**

**REQUIRED QUALIFICATIONS**

- Fluency in Spanish and English;
- Strong organizational and communication skills;
- Ability to juggle multiple tasks, work under tight deadlines, and work with little supervision;
- Being comfortable working with clients from diverse cultural backgrounds and with low-income and/or traumatized individuals;
- Competence in working as part of a team as well as independently;
- Minimum high school degree or equivalent.

**DESIRED QUALIFICATIONS**
- Work experience in similar roles;
- Ability to handle challenging communications, e.g. with a client who is being difficult;
- Strong commitment to promoting immigrant and human rights;
- Fluency or conversational in another language (e.g. French, Maya Mam, Mandarin, Arabic).

**SUPERVISION**

The Office Administrator will report to Lisa Gano, Assistant Director. Due to the legal nature of the bulk of client interactions, the Office Administrator is encouraged to check in with and direct legal questions to Kaveena Singh, Managing Attorney, and Mike Smith, Director of Refugee Rights Program.

**POSITION DETAILS**

This is a full-time position, working 35 hours per week, to begin immediately. It is an in-person position based in the EBSC office at 2362 Bancroft Way, Berkeley, CA, 94704. Flexibility to work from home is available during the COVID pandemic, but this is not a remote position.

The salary range for this position is $43,000 - $47,000, based on experience. EBSC offers a full benefits package, including medical, dental, and vision insurance, and paid time off.

**HOW TO APPLY**

Thank you for your interest in EBSC. Applicants should send 1) a cover letter, 2) a resume, and 3) a list of at least three references to Lisa Gano at lisa.gano@eastbaysanctuary.org. Applications will be considered on a rolling basis until the position is filled. Only shortlisted candidates will be contacted.

East Bay Sanctuary Covenant is an equal opportunity employer that does not discriminate on the basis of race, religion, disability, gender, nationality, ethnicity, sexual orientation or other prohibited category. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, and all qualified persons to apply for this position.