



## **\*Employment Opportunity\*** **(Temporary) Bilingual Receptionist/Administrative Assistant**

New Jersey Citizen Action Education Fund, NJCAEF, is a nonprofit 501(c)(3) organization that works to empower low- and moderate-income people through research, education and training on public policy issues important to working families and seniors. NJCAEF has a long history of fighting for reforms that improve health care coverage and health care quality for all consumers in the state.

**Position Summary:** NJCAEF is hiring a Full-Time (Bilingual) Receptionist/Administrative Assistant. Working under the Director of ACA Enrollment, this person will help in increasing access to affordable healthcare options (Affordable Care Act) through application and enrollment assistance for people who may be eligible for affordable health insurance through the state marketplace. The Bilingual Receptionist/Administrative Assistant will include but not limited to assisting Certified Assistant Counselors, greeting visitors, answering phones, data entry, marketing, customer service support, program referrals and administrative activities. This person will also assist in scheduling in-person workshop and webinars to inform the public on different health related topics.

### **Essential Responsibilities:**

- Perform general administrative tasks, including answering and directing phone calls, email correspondence, faxing, filing of documents, mailings, and deliveries
- Screening visitors via temperature screenings
- Ensures consumers are accurately signing the sign in sheet and consent forms
- Maintain social distancing, sanitizing and disinfecting guidelines
- Entering accurate data into database software
- Resolving discrepancies in information and obtaining further information for incomplete documents.
- Work quickly to meet the high-volume demand
- Provide courteous, professional and confidential assistance to all consumers seeking health benefits
- Accurately complete data collection and enrollment process
- Organize outreach and education events to help drive enrollment of underserved uninsured populations into ACA coverage
- Conduct marketing and outreach within targeted neighborhoods about free direct services
- Submit accurate and timely weekly reports
- Handle sensitive and personal information with an understanding and respect for client confidentiality
- Assisting in outreach events when needed (webinars, workshops and or tabling events)
- Keep the office stocked and organized
- Other duties assigned

### **Knowledge and Abilities:**

- Ability to be self-directed, develop and maintain priorities and conduct multiple tasks in a given timeframe
- Ability to efficiently schedule clients
- Professional attitude and appearance
- Exceptional active listening skills
- Excellent oral and written communication skills

- Exceptional time management and planning expertise; Multitasking is a must
- Excellent computer skills; including familiarity with Zoom, Word, Excel, PowerPoint and the ability to browse the Web comfortably; experience with BlueJeans and database software a plus;)
- Excellent organizational skills and attention to detail;

**Required Education and Experience:**

- Bilingual in English and Spanish (Preferred)
- Minimum of two years' experience in providing excellent customer service
- High school degree
- Experience working with low- and moderate-income individuals and communities
- Demonstrated ability to work independently and in a team environment
- Experience working in a data-driven environment
- Experience working with nonprofit organizations, community groups and/or government programs strongly preferred;

**Hours:** Full Time 8:30am-4:30pm or 9:00am-5:00pm

**Locations:** Newark, NJ-location may change in the future

**Compensation:** \$16-\$20 per hour

**Email cover letter and resume to:**

Mariela Santana, Director of ACA Enrollment

Email: mariela@njcitizenaction.org

Visit our website [www.njcitizenaction.org](http://www.njcitizenaction.org)

NJCAEF is an Equal Opportunity Employer – Women and people of color are encouraged to apply!