



Employment Opportunity

Temporary Full-Time Office Administrator (Bilingual)

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.

Position Summary: NJCAEF is hiring a Temporary Office Administrator, May - September. Working under the Director of ACA Enrollment, this person will manage the office and support the programs ran out of the office. We are looking for a reliable office administrator. They will undertake administrative tasks, ensuring the rest of the staff has adequate support to work efficiently. The office administrator, completes clerical and administrative tasks. Their main duties include welcoming and directing visitors, coordinating and scheduling meetings, appointments and performing clerical tasks, like answering phones, responding to emails, filing, etc. The office is looking for a team-oriented self-starter with a passion for supporting growth within our nonprofit organization.

Essential Responsibilities:

- Answer and direct phone calls
- Provide general support to visitors
- Work quickly to meet the high-volume call demands
- Carry out a variety of customer service functions including resolving delivery issues and returns
- Provide courteous, professional and confidential assistance to all consumers seeking assistance
- Provide courteous appointment reminders
- Conduct research and collect information
- Maintain meeting minutes
- Complete weekly/monthly reports
- Manage technical issues
- Handle sensitive and personal information with an understanding and respect for client confidentiality
- Maintain stock flyers and PPE stations
- Manage emails, letters, packages, phone calls and other forms of correspondence
- Maintain and update community resources
- Participate in NJCA and NJCAEF events
- Perform Special Projects as requested

Knowledge and Abilities:

- Ability to be self-directed, develop and maintain priorities and conduct multiple tasks in a given timeframe
- Exceptional active listening skills
- Excellent oral and written communication skills
- Solid Interpersonal and Organizational Skills
- Hard-working and motivated self-starter; must demonstrate a high level of attention to detail and organization.

- Excellent computer skills; including familiarity with Zoom, Google Docs., Microsoft Office, Outlook and the ability to browse the Web comfortably; experience with BlueJeans and database software a plus;)
- Exceptional time management and planning expertise

Required Education and Experience:

- Minimum 2+ years of experience, preferably in an Office Administration and customer service Environment
- Bilingual in English and Spanish required
- 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: 9am-5pm Monday – Friday (Hours are subject to change depending on event needs)

Location: Newark, NJ

Compensation: \$24.00-\$26.00 Hrly

Email cover letter and resume to:

Gabrielle Escribano, Director of ACA Enrollment

Email: gabrielle@njcitizenaction.org

Visit our website www.njcitizenaction.org

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