Through dynamic educational experiences, BorderLinks connects divided communities, raises awareness about the impact of the border and immigration policies, and inspires action for social transformation.

We are thrilled to invite you (or someone great you know) to be part of BorderLinks. We are seeking an Administrative Assistant to join the Administration Department and work collaboratively across the organization. Applications are being accepted now so get your materials in!

Position Summary
The Administrative Assistant at BorderLinks will manage a wide variety of office operations and plays a key role in program scheduling, coordination, and communications. They will serve as the initial point of contact for incoming communications including the management of all inquiries, screening and directing to appropriate staff. They will take a lead role in responding to program inquiries, coordinating the program calendar, and management of contracts and invoices. The Administrative Assistant will also play a critical role in the coordination of pre-trip logistics for delegation groups in collaboration with other staff.

Reports to: Co-Director of Administration and Development
Status: Full-time, non-exempt, 32 hours/week
Rate: $15.38/hr
Hours: 9am-4pm

Position Responsibilities: Intake Management, Coordination, Administrative

Information Requests and Delegation Intake Management including but not limited to:
- Receive and answer all requests for information about BorderLinks programs in a timely fashion:
  - Answer general questions about workshops and respond to workshop inquiries;
  - Coordinate workshops in collaboration with workshop co-coordinators and the Co-Director of Education;
  - Respond to volunteer inquiries, screen volunteers, and place them in the appropriate department.
- Receive and answer all delegation scheduling requests in a timely fashion:
  - Schedule and hold a phone conversation with people making scheduling requests whenever possible;
  - Provide sufficient information to people making scheduling requests so that they understand BorderLinks’ programs and principles;
  - Consulting with the Co-Director of Administration and Development, negotiate discounts on the standard delegation rate;
○ Maintain accurate records in AirTable, Google Calendar, and other scheduling tools;
○ Consulting with the Co-Director of Education, ensure BorderLinks stays within its capacity limits for delegations and when needed, meet to discuss delegation scheduling;
○ Be the sole point of contact between BorderLinks and people scheduling delegations until responsibility for the delegation is turned over to a Program Organizer;
○ Once responsibility for delegations has been turned over to program organizers, ensure program organizers collect final information from delegations so that the final invoice amount can be determined and housing, food, and van rental arrangements can be finalized;
○ Send contracts to delegations; and working with the Administrative Coordinator, invoice delegations for deposit fees and final program fees;
○ Assist the Co-Director of Administration and Development with delegation income projections and delegation inquiry statistical analysis.

Scheduling and Coordination of workshops and delegations including but not limited to:
● Schedule the use of BorderLinks dormitory facilities by delegations, volunteers, and additional community organizers and grassroots organizations;
● Communicate with Co-Director of Operations about dorm room reservations, use, and quick transition periods;
● Arrange vehicle rental agreements with local transportation service and organize 15- and 12-passenger van-use schedules;
● Communicate transportation arrangements to Program Organizers and Delegation Leaders, supervise the transference of keys and insurance papers to the requisite drivers/vehicles, and clarify van drop-off procedures and times;
● Create and post weekly schedule of delegation lunch and dinner times;
● Communicate and coordinate with Program Organizers, Delegation Leaders, and kitchen staff about meal schedules, delegation sizes, and delegates’ dietary restrictions.

Administrative responsibilities including but not limited to:
● Answer the office phone-line and direct phone calls to appropriate staff;
● Managing the general “info @ borderlinks.org” email account, which includes media requests, interview requests, all programming requests, volunteer inquiries, lodging requests, etc.;
● Receive and greet office visitors;
● Participate in weekly staff meetings, department meetings, and occasional meetings with the Board of Directors.

Additional Responsibilities and duties as needed:
● Work with the Director of Administration and Development on fundraising and outreach which may include:
  ○ Donor data entry and donation processing;
- Assist with logistics for quarterly mailings;
- Assist with fundraising campaigns and events;
- Assist with newsletters, social media, and other communications.
- With the Education Director (and other staff if appropriate), be on-call for delegation-related emergencies or problems.

Qualifications
- Excellent communicator with strong written and verbal skills;
- High attention to detail and skilled in logistics and coordination;
- Flexible, organized and able to problem-solve, prioritize, and multi-task in a high-paced environment;
- Able to analyze and present data clearly and accurately;
- Able to work under pressure and meet deadlines;
- Able to work collaboratively;
- Positive attitude and good people skills;
- Computer literacy including word processing, excel, and database management;
- Strong commitment to the mission and goals of BorderLinks.

Bonus Qualifications
- Bilingual: Spanish, English;
- Ability to drive a 15-passenger van;
- Experience with the following software: Google Suite (Gmail, Docs, Calendar, etc.), AirTable, and/or any CRM tools.

Benefits
Full-time employees are eligible to participate in BorderLinks health insurance and dental insurance policies, with BorderLinks paying 100% of the dental and health insurance premiums.* In addition, employees are entitled to our generous leave policy of 20 paid vacation days**, pooled sick days, and paid holidays as outlined in the BorderLinks’ personnel policy. Benefits may be subject to adjustment from time to time.

*Employees may opt for higher-level health insurance coverage in which case the employee pays an adjusted premium rate—the difference between the base insurance premium and the higher-level premium.
**Pro-rated and accrued bi-weekly based on hours worked, i.e. an employee at 32hrs/wk would accrue 16 vacation days each year.

Equal Opportunity Employer
BorderLinks is “an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV, AIDS, and AIDS-related condition, medical condition (including cancer and genetic characteristics), genetic information, age, marital status, sexual orientation, military and veteran status, or any other characteristic protected by federal, state, or local law.”
BorderLinks “will attempt to make reasonable accommodations to the known physical and mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on BorderLinks’s operations. Please, advise of any accommodations needed at the time of application.

**HOW TO APPLY:**
Please, send your complete applications to employment@borderlinks.org

- A letter of interest;
- Your resume; and
- A minimum of three references.

Please use “Administrative Assistant” as the subject of your email. Only complete applications will be reviewed.

**Hiring Timeline:** We hope to have the position filled in April 2020. Applications are due by or before March 15, 2020.