



**California
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

<p>PROGRAM/DEPARTMENT Citizenship – Immigration Services</p> <p>LOCATION: Santa Rosa, CA</p>	<p>CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel.</p> <p>CHD is an Equal Opportunity Employer.</p>
<p>JOB DESCRIPTION TITLE: Administrative Assistant</p>	<p>POSITION STATUS: Regular Full-time</p> <p>FLSA STATUS: Non-Exempt</p>
<p>SALARY: Grade 5</p>	<p>PROGRAM HOURS: 40 hours per week</p>

PROGRAM DESCRIPTION:

California Human Development (CHD) is a non-profit organization that has provided services in California for more than 30 years. The corporation’s mission is “to create paths and opportunities for those seeking self-sufficiency, independence and dignity through education, training, housing, and other services.”

SUMMARY: The primary purpose of this position is to help the manager in our Santa Rosa office serve our citizenship and immigration clients.

ESSENTIAL RESPONSIBILITIES AND DUTIES: under the supervision of the Immigration/Citizenship program manager, the Administrative Assistant is responsible for carrying out the following duties:

- A. Take phone messages and schedule appointments for program manager.
- B. Fill out citizenship applications, Deferred Action for Childhood Arrivals (DACA) forms, and immigration forms when appropriate.
- C. Complete intakes and collect documents to process immigration and citizenship applications.
- D. Assemble client packets to mail to the United States Citizenship and Immigration Services.
- E. Perform outreach activities to help to attract new clients.
- F. Translate documents and client declarations from Spanish to English.
- G. Assist the manager with all reporting requirements.
- H. Maintain files on all programs clients and students served.
- I. Other duties as assigned.

OTHER RESPONSIBILITIES:

- A. Must be willing to occasionally travel via personal vehicle to events site(s).

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE SKILLS:

- A. Must be able to read, and interpret general contracts in English.
- B. Must be able to effectively communicate in English verbally and/or in writing.
- C. We expect that a significant number of clients to be served will be monolingual or limited English speaking. Bilingual in Spanish is required.
- D. Understand and follow oral and written instructions; effectively communicate orally, both in person and on the phone.

MATHEMATICAL SKILLS:

- A. Must be able to add, subtract, multiply, and divide in all units of measure.
- B. Ability to take accurate measurements is required

REASONING ABILITY:

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D. Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Ability to solve problems and resolve conflicts effectively.
- F. Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and clients served.
- G. Ability and desire to inspire motivate and lead individuals.
- H. Ability to maintain own psychological well-being.
- I. Ability to recognize and manage personal bias.

SUPERVISORY RESPONSIBILITIES:

NONE

QUALIFICATIONS:

EDUCATION:

- A. High School Diploma or GED

EXPERIENCE:

- A. At least six months of education and experience working with the community preferred.
- B. Any combination equivalent to experience and education that could likely provide the required knowledge and abilities.

WORKING CONDITIONS:

A) **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential

functions of this job.

This position requires:

Frequently: Sitting, Walking, Seeing, Hearing, Speaking, Carrying,
Standing, Lift up to 30 lbs
Occasionally: Stooping, Lift up to 40 lbs, Squatting, Kneeling,
Bending, Pushing/Pulling
Seldom: Climbing, Twisting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

B) WORK ENVIRONMENT:

- A. This is a fast paced environment and the noise level is usually moderate.
- B. May have exposure to hazards materials

CERTIFICATES, LICENSES AND REGISTRATIONS:

- Valid California Driver's license.
- Proof of insurance on personal automobile.
- Recent, satisfactory DMV printout of driving record.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of my job as outlined above.

Employee's Signature

Date

Supervisor's Signature

Date