

Starting Salary: \$23.87/hr. at year 1, higher depending on experience

Title: Administrative Assistant

Position Type: Regular Full-Time (37.50 hours per week), Non-exempt

Location: In-office at our Saint Paul, MN main office

Introduction:

The Administrative Assistant provides essential administrative and organizational support to ensure smooth daily operations across the organization. This role supports a variety of tasks—including data entry, and office coordination—while serving as a reliable point of contact for staff, clients, and external partners. The Administrative Assistant maintains accurate records, supports special projects, and helps streamline internal processes by anticipating needs and proactively addressing administrative challenges. Success in this position requires strong attention to detail, excellent communication and customer-service skills, and the ability to manage multiple priorities in a fast-paced, mission-driven environment.

What's in it for you?

- The opportunity to make an impact in the community by enhancing opportunities for immigrants and refugees in Minnesota and North Dakota.
- We believe in work-life harmony. This role offers the flexibility to blend remote work with in-office collaboration.
- We provide paid leave including the following:
 - Paid Time Off – Employee earns 12.5 hours per month during the first 2 years of employment (4 weeks), 15.625 per month in years 2-5 (5 weeks), and 18.75 per month after 5 years (6 weeks). Employees can carry up to 80 hours of unused leave from year to year.
 - Earned Sick and Safe Time (ESST): In compliance with Minnesota law, ILCM will provide employees with paid sick & safe leave under this policy. All employees will receive eighty (80) hours sick and safe time, or pro-rated upon the commencement of employment. Unused sick and safe time will not be carried over from one calendar year to the next, nor will it be paid out at the end of each year.
 - Holiday Leave: Most major federal holidays off including the days between Christmas Eve and New Years Day. In addition, ILCM offers one floating holiday and the opportunity to exchange holidays that don't fall within an employee's religious or cultural background (i.e., alternative holidays).
 - Paid Family & Medical Leave: In compliance with Minnesota statute. See Handbook and Benefits Guide for more information.
- We provide competitive benefits including the following:
 - Medical, dental and vision insurance (with employer contributions)
 - Employer-paid life and disability coverage (voluntary life insurance is available at employee cost)
 - SIMPLE IRA retirement plan with employer match

- FSA and HSA with employer contributions (HSA is only available for employees enrolled in our HSA medical plan)
- Pet Benefits & Pet Discount Program with employer contributions
- A remote connectivity stipend of \$50/month
- Payment for organizational/membership dues
- Training/professional development budget of \$500/year

Why ILCM?

- You will be championing social justice & creating meaningful impact via essential administrative and organizational support of the organization. You will work in a place that values diversity, equity, and belonging. We encourage new ideas, value multiple perspectives, and foster a supportive environment where each role matters.
- We offer competitive and transparent compensation. We aim to ensure that pay, benefits, and career progression reflect your contributions, impact, and market value.
- You will work with a committed organization dedicated to serving and empowering clients. ILCM's values are grounded in respect for and partnership with our immigrant and refugee clients.

Primary Responsibilities

- Coordinate interpretation and translation services by scheduling interpreters, managing payments, and maintaining clear communication between clients, interpreters, accredited representatives, and attorneys.
- Provide basic IT and office-equipment support by assisting staff with troubleshooting internet connectivity, printers, postage meters, and similar office systems.
- Maintain the billing email inbox, ensuring payments are tracked, missing payments are flagged, and issues are routed appropriately.
- Assist with electronic and physical filing systems, ensuring records are organized, up to date, and stored in compliance with internal procedures.
- Complete monthly reconciliations of client documents, filing fees, payments for emergency client basic needs, and related records to ensure accuracy and maintain strong internal controls.
- Perform accurate and timely data entry across various systems.
- Complete yearly office inventory.
- Assist with governance activities, including compiling Board of Directors packets, scheduling meetings, and taking or assisting with meeting minutes if needed
- Process weekly deposits.
- Provide support during the annual audit, producing donation records, compliance reports, and other requested documentation.
- Prepare monthly and annual administrative reports, including postage usage, RPO tracking, and credit-card summaries.
- Provide executive-level administrative support, including scheduling internal and external meetings, preparing meeting materials and minutes, organizing filing systems and workflows, supporting special projects, and assisting with report preparation and recordkeeping.
- Serve as administrative-staff-of-the-day on assigned days, including greeting and directing visitors, receiving and receipting payments (cash, money orders, checks), processing incoming

and outgoing mail, managing general correspondence, and supporting onsite staff with administrative needs.

Secondary Responsibilities

- Complete time records for financial management, grant reporting, and compliance purposes.
- Provide backup support for front-desk reception, phones, mail, and client services.
- Participate in team meetings and monthly all-staff meetings.
- Engage in training and professional development opportunities as assigned or required.
- Assist with unscheduled walk-in clients, as needed.
- Perform other duties and special projects as assigned.

Qualifications | Knowledge, Skills & Abilities:

- High school diploma or equivalent.
- Previous experience in professional administrative support or customer service (highly preferred).
- Fluency in both Spanish and English required.
- Proficiency with Microsoft Office applications, including Word, PowerPoint, Excel, Outlook, Teams, and SharePoint.
- Experience with LegalServer and/or other timekeeping or case management systems preferred.
- Ability to quickly learn and navigate database programs used to manage client and contact information.
- Strong attention to detail and ability to meet deadlines.
- Ability to manage multiple tasks and projects simultaneously.
- Experience using office equipment such as copiers, scanners, and multi-line phone systems.
- Excellent interpersonal and communication skills, with the ability to build positive relationships with clients, partnering agencies, board members, volunteers, independent contractors, and staff.
- Clear and effective communication skills, both verbal and written.
- Strong customer service orientation with excellent listening skills.
- Ability to plan, prioritize, coordinate, and manage one's own workload effectively.
- Ability to work independently, solve routine problems, and exercise sound judgment.
- Effective time-management skills to meet deadlines consistently.
- Proactive, reliable work style with a sense of ownership and urgency.
- Ability to work collaboratively as a supportive and proactive team member.
- Commitment to maintaining confidentiality and handling sensitive information appropriately.
- Passion for serving the low-income immigrant and refugee community and experience working with persons of diverse economic, cultural, and ethnic backgrounds.

Compensation & Benefits

ILCM is proud to offer a competitive compensation package which includes a starting salary of \$23.87/hr. at year 1, higher depending on experience. Additionally, ILCM offers a comprehensive benefits package as described above.

Application Submission:

Please send a letter of interest or cover letter and resume to: hr@ilcm.org. Open until filled. Qualified candidates will be contacted on a rolling basis for an initial screening call and will be offered more information on the rest of the process then.

If you require a reasonable accommodation for completing this application, interviewing, or otherwise participating in our employee selection process, please contact Diego Rivera at diego.rivera@ilcm.org. Please direct all other inquiries to hr@ilcm.org.

Not sure you meet all the qualifications? Let us decide! Research shows that members of under-represented groups tend to not apply to jobs when they think they may not meet every qualification, when, in fact, they often do! We are committed to creating a diverse and inclusive environment and strongly encourage you to apply.

To learn more about ILCM, please visit our website: <https://www.ilcm.org/>.

ILCM is an equal opportunity employer and is committed to providing a work environment that is free from harassment and discrimination. ILCM provides equal opportunity to all applicants for employment in accordance with all federal, state, and local laws and will not refuse to hire any qualified individual, or otherwise discriminate against any individual by reason of an employee's race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, status with regard to public assistance, or any other characteristic protected by law. ILCM is committed to providing all reasonable accommodations required by law to qualified individuals with disabilities who are applicants for employment and/or who are employed at ILCM.