

Administrative Assistant Job Description

The Vietnamese Association of Illinois (VAI) is a state-wide organization serving thousands of diverse ethnic refugee and immigrant communities in Chicagoland and DuPage County. Our mission is to foster unity and solidarity among Vietnamese people in Illinois. For almost 50 years, VAI has assisted in the resettlement of families, to apply for citizenship, build community, and increase civic engagement.

The Administrative Assistant is responsible for ensuring a welcoming environment to all guests and community members within VAI spaces and facilitating communication and interactions between community members and VAI staff. The Administrative Assistant is supervised by the Finance & Operations Director.

RESPONSIBILITIES:

- Perform clerical and organizational tasks to assist community members to connect with VAI staff, including answering incoming phone calls, greeting community members, and connecting them to appropriate staff person;
- Draft routine letters and memorandums to inform staff and community members about changes within the organization, such as office closures, space usages, etc.;
- Support with data entries for the organization and programs, as directed;
- Provide organizational-wide Vietnamese translation services internally and to external partners;
- Timely communicate with staff regarding day-to-day operations, which may impact programs and services;
- Provide scheduling and referral support for the Immigration & Community Services team, including screening initial appointments, providing and documenting information and referral to community members;
- Logging, sorting, and delivering mail to Immigration & Community Services team;
- Provide information to community members on VAI's programs and services;
- Contribute strategically to regular department and all-staff meetings;
- Strategize and maintain initiatives that adhere to organizational objectives;
- Additional responsibilities may be needed and will be discussed and assigned.

The Vietnamese Association of Illinois (VAI) is a 501(c)(3) nonprofit organization that focuses on serving diverse communities, fostering unity, and promoting Vietnamese American identity.

Qualifications & Experience:

- Minimum of 2 years of experience in administrative roles in nonprofit or community-based organizations;
- Outstanding communication and people skills with diverse groups of people;
- Excellent writing and communication skills with strong problem-solving skills;
- Excellent analytical, organizational, and project management skills;
- Excellent conflict-resolution skills with ability to mediate and reach mutual understanding in a community setting;
- Excellent organizational and leadership abilities;
- Meets deadlines in a responsive work environment;
- Ability to prioritize and manage multiple tasks with accuracy, attention to detail, and confidentiality;
- Strong skills with Microsoft Office and Office 365 Suite, including Outlook, Calendar, One Drive, etc.;
- Strongly preferred: Proficiency in Vietnamese;

Work Requirements:

This is a full-time position based at VAI's office in the Uptown neighborhood, one of Chicago's most diverse neighborhoods along the lakefront on the northside. VAI operates on a 4-day work week with an expected minimum of 32-hours of work a week. The Administrative Assistant must work two days in-office at our Chicago location and may be instructed to work up to four-days in-office to support adequate staffing.

Job Type: Full-time salaried position with benefits package. Starting salary: \$55,000.

If interested, please fill out this form: <https://bit.ly/AdminAssistantVAI> and send your resume, cover letter, and 3 references to aj.roxas@hnvi.org

VAI is an equal opportunity employer committed to fostering a diverse and equitable environment. VAI does not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.