chhaya
Community Development Corporation

Position Available: Administrative & Operations Associate (Full-Time)

Overview of the Organization:

Chhaya is the only South Asian and Indo-Caribbean Community Development Corporation (CDC) in the nation. Our mission is to build community power, housing stability, and economic well-being of the South Asian and Indo-Caribbean communities in New York. Since our founding in 2000, Chhaya has helped prevent hundreds of foreclosures; assisted first-time homebuyers in obtaining thousands of dollars in down-payment assistance, led the basement legalization campaign in New York City, provided individuals with key immigration services, empowered families with financial management tools and skills, and fostered the civic engagement of thousands of South Asian and Indo-Caribbean New Yorkers. As a leader in New York City's housing and economic justice sector, Chhaya is poised for significant organizational growth and development. Our main office is in Jackson Heights and we have a second location in Richmond Hill - two neighborhoods with vibrant South Asian and Indo-Caribbean communities.

Summary of the Position:

Chhaya seeks a diligent and dedicated full-time Administrative & Operations Associate who will hold a key role in the organization assisting with client intake and supporting the Operations team. The Associate will be a strong and detailed communicator who builds and maintains effective systems and processes to manage client expectations, queries, and staff engagement; as well as support administrative duties such as calendar management and scheduling, meeting prep and follow-up, note taking in key meetings, etc. The position will be based in Queens, specifically in Jackson Heights.

This position will report to the Associate Director of Operations.

Key Responsibilities:

- Responsible for greeting and directing walk-in clients to appropriate services, along with answering, screening, and directing all phone calls and general inquiry emails received by Chhaya.
- Manages the phone system including the phone shift and the call log.
- Responsible for key administrative tasks including the signing of documents, scheduling and helping prep for meetings, booking travel/conference registrations, ensuring payment for events, and other administrative tasks as required.
- Responsible for supporting the Operations team with the maintenance of Chhaya's offices including supporting vendor management, purchasing, invoicing, distributing mail, and overall support with events and meetings.
- Ensure equipment, phones, internet, printers and other technology are functioning.

As a member of the Chhaya staff, additional responsibilities may be added related to special events, critical initiatives, and other special cases that require full staff participation (some evenings and weekends). As a Chhaya team-member, it is every employee's responsibility to help further the organization's mission by building a work-culture centered around ownership, accountability, fairness, inclusiveness, and fun.

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Qualifications:

- Must be authorized to work in the United States.
- One or more years of experience in an administrative role.
- Familiarity with Jackson Heights and South Asian communities in the neighborhood.
- Experience working with populations with limited English and/or computer proficiency, preferred.
- Commitment to engaging diverse constituents in low- and moderate-income communities.
- Ability to coordinate and manage multiple tasks and projects simultaneously, and provide timely and clear updates to supervisors.
- Experience with GSuite, Microsoft Office.
- Ability to work in an organized, efficient manner with a high level of accuracy, attention to detail, and follow-through.
- Ability to complete tasks and projects with tight deadlines.
- Ability to be flexible and willingness to wear "multiple hats" if and when needed.
- Strong personal commitment and passion for Housing, Economic, and Social Justice.
- Fluent in English. Bangla, Nepali, Hindi, Urdu, Tibetan or another South Asian language, preferred.
- Sense of humor – a plus

Pay Range: $45,000 - $55,000, Annual Salary

To Apply: Please send a cover letter, resume, two professional references (in PDF format) to careers@chhayacdc.org with the subject line "Administrative & Executive Assistant – Application."

Applications will be accepted until Dec. 4, 2026. Only applicants under consideration will be contacted. No phone calls please.

Chhaya CDC is an equal opportunity organization that celebrates and embraces diversity. Chhaya does not discriminate on the basis of caste, race, religion, color, sex, gender identity, sexual orientation, age, or any other identities covered by appropriate law. All employment is decided on the basis of qualifications, merit, and organizational need.