



Project Citizenship Program Manager Job Description

Project Citizenship seeks a Program Manager to oversee client services delivery, communications and large scale media marketing, as well as data maintenance and impact management, and supervise AmeriCorps service members.

Project Citizenship's exclusive mission is to assist permanent residents to become U.S. citizens by providing free application assistance because of the transformative power of citizenship. Citizenship is the only protection against deportation and the best method to secure important rights and benefits.

Principal Purpose of Job: The Program Manager supports the Deputy Director, and Legal Director and works collaboratively with other Managers to manage Project Citizenship's programs including communications, workshop execution, and case management.

The Program Manager manages our social media platforms, marketing and communications, and plays an integral role in our data tracking and reporting.

With training and experience, the Program Manager may obtain Department of Justice accreditation to be able to represent immigrants at naturalization interviews, and take on an active training responsibility and an advocacy role.

Supervision: The Program Manager reports directly to the Deputy Director.

Essential Job Functions:

- **Citizenship Workshops**
 - Responsible for planning and executing citizenship workshops hosted virtually or throughout greater Boston, with a focus on client management.
- **Data Management**
 - Responsible for data tracking and reporting related to grants and post workshop analysis, general database maintenance, and case management.
 - Maintain Salesforce database and data integrity, including onboard and training of new staff, and management of best practices.
 - Work collaboratively to update, improve and maintain the database systems and SOPs.

- **Immigrant Outreach**
 - Conduct outreach in immigrant communities, including providing information sessions in collaboration with community organizations.
- **Citizenship Services**
 - As a DOJ accredited representative, the Programs Manager will attend interviews as a legal representative for our disabled clients to advocate for the approval of their citizenship case.
- **Supervision**
 - Interview, onboard, train and supervise AmeriCorps service members and interns. Serve as a resource and primary contact person.
- **Communications and Marketing:**
 - Prepare and distribute monthly newsletter on MailChimp.
 - Maintain and improve upon growing social media presence.
 - Maintain and expand successful client video stories and photo stories.
 - Maintain and update Project Citizenship website.
 - Perform other communications related projects and tasks, as assigned.
 - Cultivate and maintain relationships with print, radio and television media outlets, both for immigrant outreach and general organization promotion.

Qualifications Desired:

1. Bachelor's degree from an accredited college or university.
2. Detail-oriented, responsible, energetic, self-directed.
3. Excellent organizational skills; ability to plan workflows, handle multiple tasks simultaneously, prioritize, problem solve, and meet deadlines.
4. Strong computer skills (Microsoft Suite) and facility with the internet.
5. Knowledge of Wordpress, MailChimp and Salesforce.
6. Excellent writing and communication skills.
7. Experience with nonprofit organizations in the areas of immigration and knowledge of greater Boston community a plus.
8. High degree of personal and professional integrity.
9. Spanish, Haitian Creole, Mandarin, Cantonese, Vietnamese or Portuguese proficient highly desired.

Compensation commensurate with experience.

How to apply: Please email one PDF of your resume and cover letter. Please provide contact information for three persons that we can contact as your references to mtorres@projectcitizenship.org.