



Project Citizenship Program Assistant Job Description

[Project Citizenship](#) seeks a temporary Program Assistant to support Project Citizenship's client communication, citizenship workshops, and data collection and management.

Project Citizenship's exclusive mission is to assist eligible immigrants become U.S. citizens by providing eligibility screening, application assistance, legal referrals, and all materials needed to apply for U.S. citizenship.

Principal Purpose of Job: The Program Assistant works collaboratively with the Program team and AmeriCorps members to support Project Citizenship's programming, including eligibility screening, client communication, workshops, and program and data management.

Supervision: The Program Assistant reports directly to the Program Manager.

Location: This is a hybrid in-office and remote position. It occasionally requires weeknight and weekend hours (with accompanying flex time).

Essential Job Functions:

- **Citizenship and Client Communication Services**
 - Prioritize front-line communication with prospective and current clients on the phone, video call, in-person, and via email.
 - Provide high-quality legal services to prospective and current clients, including eligibility screening, providing case updates, completing applications, and packaging completed applications.
- **Citizenship Workshops**
 - Assist in the planning and execution of virtual and in-person citizenship workshops, with a focus on client intake and follow-up.
- **Program and Data Management**
 - Assist with data tracking/reporting after citizenship workshops and for general database maintenance and case management.
 - Work collaboratively with the program team and leadership to update, improve, and maintain the database systems and standard operating procedures.
 - Oversee follow up and case closing processes.

Qualifications Desired:

1. Bachelor's degree from an accredited college or university or two to four years of applicable experience.
2. Expert attention to detail and organizational skills.
3. Ability to work effectively as part of a team and with people from all levels of the organization

4. Commitment to providing high-quality services to clients with a respectful, culturally competent, non-judgmental approach.
5. Demonstrated independence, self-direction, and ability to take initiative.
6. Works effectively while balancing conflicting priorities.
7. Excellent writing and communication skills.
8. Knowledge of Salesforce and Microsoft Suite highly preferred.
9. Spanish, Haitian Creole, Portuguese, Mandarin, Cantonese, Cape Verdean Creole, or Arabic proficiency highly desired.

We know that many people (especially people of color, women, LGBTQ+, and people with disabilities) are less likely to apply if they do not check off all the boxes. If you think you're a good fit for this role, we encourage you to apply even if you do not meet all our desired expectations.

Details

- This is a 3-4 day per week part-time hybrid position (maximum 25 hours/week) for a 3-month period. At least 2 days in office per week will be required after fully in-person onboarding.
 - This position occasionally requires weeknight and weekend hours (with accompanying flex time)
- Pay rate range: \$20-\$25/hour, commensurate with experience and language capacity

How to apply:

To apply, please fill out this [Google Form \(https://forms.gle/GcZWX3DgoDtyE7fd6\)](https://forms.gle/GcZWX3DgoDtyE7fd6). In lieu of a cover letter, this form will ask you a few short-answer questions and screening questions, and then have you attach a resume.

Please submit your application by November 5, 2023. Applications will be reviewed on a rolling basis, so we encourage you to apply early. Start date is as soon as possible.

If you have any trouble viewing or accessing the Google forms, or have any accessibility needs, please email Molly Barstow (mbarstow@projectcitizenship.org) for support.