Project Citizenship
Program Assistant Job Description (must speak Haitian Creole)

Project Citizenship seeks a temporary Program Assistant (PA) to support Project Citizenship's client communication, citizenship workshops, and data collection and management. The PA must be fluent in Haitian Creole.

Project Citizenship is a nonprofit organization that seeks to increase the naturalization rate in New England, with a focus on the most vulnerable and disadvantaged populations. We do that by offering eligibility screening, application assistance, legal referrals, free workshops, and all materials needed to apply for U.S. citizenship, leveraging our impact with the support of hundreds of volunteers and community partners. Project Citizenship envisions a society where all immigrants have the opportunity to participate in American democracy and thrive in their communities fully.

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

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 with a focus on serving Haitian Creole-speaking clients
  - Provide high-quality legal services to prospective and current clients, including eligibility screening, providing case updates, and completing 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.

Qualifications Desired:

1. Some post-high school coursework 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. Haitian Creole fluency required. Proficiency in another language, such as Spanish, Portuguese, Mandarin, Cantonese, Cape Verdean Creole, or Arabic, would be a plus.

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 full-time, temporary hybrid position through January 2025 with the possibility of extending.
    - At least 3 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

How to apply:

To apply, please fill out this Google Form. In lieu of a cover letter, this form will ask you a few screening and short-answer questions and will request your resume.

Please submit your application by Friday, July 19th, 2024. 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 careers@projectcitizenship.org for support.