



## Project Citizenship

### Program Assistant Job Description (must speak Haitian Creole)

Are you **passionate about positively impacting** the lives of immigrants in Boston and beyond? [Project Citizenship](#) is seeking a **dedicated Program Assistant (PA)** to join our dynamic team! We are especially looking for an individual **fluent in Haitian Creole** to support Project Citizenship's client communication, citizenship workshops, and data collection and management.

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.

Are you ready to take on a challenging and rewarding role that allows you to make a difference in the lives of others and contributes to the success of Project Citizenship? If so, we invite you to apply for this position today!

**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, hybrid position**.
  - 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:** \$22-\$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, August 30<sup>th</sup>, 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](mailto:careers@projectcitizenship.org) for support.