



## Project Citizenship Program Assistant Job Description

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 Spanish or 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 (3 days and 2 days, respectively). It occasionally requires weeknight and weekend hours (with accompanying flex time).

### Essential Job Functions:

- **Citizenship and Client Communication Services**
  - Communicate with prospective and current clients on the phone, video call, in-person, and via email, with a focus on serving Spanish- or 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 is highly preferred.
9. Spanish and/or Haitian Creole fluency required. Proficiency in another language, such as Portuguese, Mandarin, Cantonese, Cape Verdean Creole, or Arabic, 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.
- Benefits include 4 weeks of paid vacation, 11 paid holidays, 5 days of wellness leave; health and dental insurance (w/ 20% employee contribution); and 401K retirement plan access after 6 months of employment.

### 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.

**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.