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<b>Job Title</b>	Program Coordinator, City Council Services
<b>PVN ID</b>	VU-2109-004240
<b>Category</b>	Administrative Services
<b>Location</b>	OFFICE OF SR VC FOR UNIVERSITY RELATIONS
<b>Department</b>	Citizenship Now!
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$47,000.00 - \$49,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Nov 13, 2021 (Or Until Filled)

## General Description

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### Position Summary

Under the supervision of the Managing Attorney for City Council Services, the Program Coordinator will manage the local operation, promoting services, coordinating trainings and group efforts, and gathering reports from all partner organizations. In addition, the Program Coordinator should be able to work from different locations, and on diverse administrative duties as required.

The program coordinator has excellent managerial expertise as s/he will coordinate staff and office services such as case management, training, records retention, and office supplies purchasing. S/he will ensure that clients who visit the offices are properly served and that the rendered services are accurately recorded. S/he demonstrates good research, investigative, counseling and interviewing skills to pre-screen potential participants and refer them to the partner offices. Some immigration legal experience, preferably on citizenship applications, is preferred. However, training will be provided.

## Other Duties

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- Follow and understand CN! Model, Policies and Procedures to transfer knowledge to other staff members
- Ensure that participants are served in an efficient, safe, and consistent manner and within guidelines
- Provide assistance to staff to solve day-to-day operation and program issues
- Performs and schedules quarterly site visits to evaluate project status and staff culture
- Maintain and manage shared appointment calendar with paralegal staff and senior attorney
- Create strategies to meet quarterly goals

- Inform staff and their organizations about schedules, plans, tasks, and responsibilities
- Provide great customer service and assist other staff to foster customer service delivery and improvement
- Report project status, achievements, and needs to project partners.
- Provide timely delivery of quarterly and annual qualitative reports.
- Organize and implement immigration trainings and workshops to benefit staff, participants and targeted communities
- Basic knowledge on how to prepare immigration applications/petitions and draft affidavits on behalf of participants
- Provide information and assistance to clients and callers, referring cases to paralegals at partner organizations or Staff Attorney when appropriate

Assist with other administrative tasks, as needed.

## Qualifications

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### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Bachelor's degree.
- Strong managerial background with experience on coordinating multi-agency efforts
- Understanding of basic immigration law preferred
- Ability to comprehend procedures and communicate/implement them under different organizational settings
- Commitment to protect the rights of low-income immigrants is strongly desired
- Excellent writing, verbal, and computer skills. Experience doing outreach to the Hispanic community preferred.
- Strong event planning and training skills
- Able to establish priorities, work independently, and proceed with objectives without supervision
- The ideal candidate must be detail-oriented, highly flexible, and self-motivated
- Proficiency in English and Spanish preferred
- Flexibility to travel within the state