

JOB DESCRIPTION

Community Engagement Assistant

Job Summary & General Responsibilities

The Community Engagement Assistant (CAE) supports key processes and special projects underpinning operations in the Community Engagement Department, including volunteer, intern and interpreter coordination. The CAE reports to the Volunteer and Outreach Programs Manager and works with all Community Engagement Team members, as well as across the IRIS organization with other departmental staff as needed. This position also assists with coordination of various events and the IRIS speaker series, under the guidance of the Volunteer and Outreach Programs Manager, the CE Events Specialist, and the CE Director.

Specific Duties

Volunteer, intern and Interpreter Coordination

- Assists in the coordination of all aspects of volunteer, intern and Interpreter placement, from recruitment to final assignment, ensuring that applications are complete and acknowledged in a timely fashion and working with Manager to process and place appropriately..
- Tracks and documents all applications, corresponding with applicants, updating associated tables and spreadsheets, and coordinating with departments, as needed.
- Initiates and follows up on all reference requests, maintaining detailed and accurate documentation of all references for every applicant.
- Helps coordinate volunteer group activities.
- Schedules appointments, orientations and training.
- Assists in the recruitment of additional volunteers, interns and interpreters, as necessary

Public Interface and Resource Development

- Responds to new requests to assist IRIS in welcoming refugees, connecting members of the public to appropriate IRIS staff..
- Under the direction of CE staff, coordinates outreach for new IRIS Speaker Series requests and client ambassador speakers at various host organizations around the state and region, researching new organizations as appropriate.
- Assists in tracking IRIS events and speaking engagements whether hosted by other organizations or IRIS for grant reporting requirements.
- Handles paperwork relating to payment of client ambassador speakers for speaking engagements

Events & Other Processes Support

- Provides organizing and outreach support to the Events Specialist for the Run for Refugees, IRIS's annual fundraising 5k event, in collaboration with other IRIS staff and with external organizations as directed by Events Specialist
- May assist CE staff with recruitment of clients for IRIS Ambassador speaking engagements
- May assist Events Specialist with select one-time fundraising events in the community
- During high volume times, may support donor acknowledgement process as needed, including generation of thank you notes, tracking for signatures, and other tasks to facilitate timely recognition of gifts.

- Other duties as assigned.

Supervises

None

Reports to

Volunteer and Outreach Programs Manager

Personal Attributes

Positive, solution-oriented personality and style
Strong people skills, as well as customer service
Ability to supervise volunteer teams and work as part of a team, as well as independently
Thrives in grassroots, start-up style organizational culture
Commitment to maintaining confidentiality
Dedication to serving the immigrant community
Sense of humor

Professional Requirements

Proficiency in Microsoft Office and Google Suite
Excellent oral and written communication skills
Ability to gather, analyze and summarize information including numerical, financial and contextual data
Outstanding organizational skills and attention to detail

Education Requirements

Bachelor's Degree or equivalent experience preferred

Hours & Benefits

40 hours per week, full-time hourly position
Includes: vacation (3 weeks/year), personal days (3 days/year), holidays per IRIS schedule, sick leave. Health, vision, dental, life, and disability insurance; Eligible for 403b retirement plan after one year of service.