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Job Posting

Welcome Corps Application Coach– Full-time

IRIS (Integrated Refugee & Immigrant Services, Inc., www.irisct.org) is a dynamic refugee resettlement agency with offices in New Haven and Hartford, CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving our undocumented neighbors and other immigrants as well.

General Description:

As an integral part of the Welcome Corps Team, the Application Specialist assists sponsors across the United States to apply for the Welcome Corps program. The Application Specialist will support sponsors through Zoom and phone meetings, as well as email, text and phone communication. This position requires strong customer service skills, excellent communication skills, and a dedication to engage with sponsors and solve problems. Success for the Application Specialist will be achieved by proactively supporting an average of 100 people per week.

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.

Essential Duties and Responsibilities include:

Application Support to Sponsors

- Provide sponsors with information and advice regarding applying to form a private sponsor group through the Welcome Corps
- Provide application support for “Phase 2, Naming” of Welcome Corps, where private sponsor groups can sponsor someone they know
- Provide application support for “Phase 1, Matching” of Welcome Corps, where private sponsor groups sponsor someone they do not know.
- Meet with sponsors every day through small-group office hours Zoom sessions to provide application support
- Respond to emails from sponsors regarding the application process, providing relevant information
- Answer phone calls and send/receive text messages from sponsors regarding the

application process

- Respond to web-based chat messages from sponsors seeking application support
- Review sponsor applications, including Welcome Plans, and provide written feedback to the sponsors
- Follow up with sponsors needing application support who are referred to IRIS by partners such as CSH
- Regularly follow up with sponsors to address ongoing challenges
- Provide support for other Welcome Corps activities as needed.

Coordination & Learning

- Provide information and suggestions to Welcome Corps about improving the application process, based on feedback from sponsors
- Identify barriers, roadblocks, and challenges that sponsors are facing in the application process, and share this information with the Welcome Corps team
- Identify successes, best practices, and effective tools that help sponsors with the application process, and share this information with the Welcome Corps team
- Keep updated on Welcome Corps guidelines and protocols related to the application process
- Attend online training on Welcome Corps and the application process
- Attend online meetings with Welcome Corps partners regarding the application process
- Attend occasional in-person meetings and training in Connecticut or elsewhere

Reporting & Data Management

- Track data on support provided to sponsor through daily activity logs
- Contribute information and ideas to regular narrative reports

Key Attributes

- Exceptional customer service skills, excellent communication skills (written and verbal)
- Commitment to scheduled online meetings conducted live and on-camera
- Ability to work independently and maintain a full schedule
- Ability to work some evenings as necessary.
- Thrives in grassroots, start-up style organizational culture.
- Commitment to maintaining confidentiality and exceptionally high-quality standards.
- Dedication to serving the immigrant community and to being a part of an anti-racist organization.
- Ability to travel occasionally to Connecticut or other locations.

Professional Requirements

- Written and verbal fluency in English required.
- Fluency in a second language is a plus, especially one of the following languages: Amharic, Arabic, Dari/Farsi, Swahili, Tigrinya, or Spanish (please indicate on resume).
- Experience working with customer service and/or refugee programs.
- Ability to conduct scheduled online Zoom meetings throughout the workday on camera
- Proficient with Zoom, Google Meet and other video meetings software
- Proficiency in Microsoft Office, especially Outlook and Excel
- Proficiency in Google Suite, especially Gmail
- Proficiency in or ability to learn and use various software platforms
- COVID-19 vaccination required

Education Requirements

- Bachelor's Degree or equivalent experience
- Minimum 3-5 years' professional experience, or equivalent volunteer experience

Job Type: Full-time, Salaried, 40 hours per week

Positions to be filled: 5 open positions

Salary: \$ 53,000 - \$ 55,000

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

To apply, send an email to humanresources@irisct.org as soon as possible with the following:

- A subject line that says "Welcome Corps Application Coach - YOUR NAME"
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.

