**Job Announcement**

**Manager, Application Coaching – Full-time (remote or on-site), temporary (6 months)**

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, resettling refugee families nationally, 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, enriching their new communities.

**General Description**As an integral part of the Welcome Corps Team, the Manager, Application Coaching (MAC) oversees a team of coaches (5 - 7 FTEs) assisting sponsors across the United States to apply for the Welcome Corps program. The MAC will train, manage, and assist this team of coaches to 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. The MAC will also maintain a certain number of direct coaching sessions themselves with sponsors. The MAC will also maintain certain data reporting for the program and coaches that report to them.

**Essential Duties and Responsibilities include:**

**Recruit, Train, and Manage Application Coaches (5 - 7 FTEs) providing 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 “Naming” applications of Welcome Corps, where private sponsor groups can sponsor someone they know
* Provide application support for “Matching” applications of Welcome Corps, where private sponsor groups sponsor someone they do not know.
* Meet with sponsors every day through one-on-one and 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
* Collect, collate and present data for IRIS Application Support activities as requested by the Associate Director of Welcome Corps at IRIS for grant reporting purposes and in support of process improvements with the CSH team
* 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, but not required, 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

**Education Requirements**

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

**Compensation:** $66,950 full-time, salaried

**Benefits**: Health, dental, vision insurance. Life and disability insurance. Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule. Eligible for 403 b retirement plan after 1 year.

IRIS is an affirmative action-equal opportunity employer.