

1694 Como Ave, Saint Paul, MN 55108 • Phone: (651) 647-0191 • Fax: (651) 647-9268 • www.iimn.org

**Immigration Intake Specialist:** Emergency Response AmeriCorps Member

**Description:**

Immigration Services program offers security and stability for the displaced individuals in our community. Each year the Institute assists over 2,000 refugees, asylees, and immigrants with citizenship, lawful permanent residency, replacement of documents, and other immigration-related issues. The Immigration Intake Specialist supports the immigration services staff in providing excellent service and support to clients as they pursue an immigration benefit. This position will report to the Director of Immigration Services, but also works closely with and supports Immigration Counselors on staff.

**Qualifications:**

* Confident communicator who is comfortable talking to supervisor as well as clients over phone and Zoom.
* Comfortable in a multicultural environment and patient with limited English-speaking clients.
* Able to take initiative, multitask and prioritize assignments.
* Thrives working in a fast-paced environment with multiple distractions.
* Proficient typing skills, using internet and computer programs (Word, Excel, PowerPoint).
* Able to express oneself comfortably in a 2nd language (preferably Amharic, Karen, Oromo, Somali or Spanish).
* Demonstrated interest in and commitment to refugee and immigrant issues**.**

**Duties:**

* Complete client intake and eligibility screening to schedule appointments with clients.
* Maintain contact with clients via Zoom, telephone, text, email or in writing to support them during their immigration process.
* Process incoming mail, complete data entry, case notes and legal research for the program.
* Refer clients to programs and resources at the International Institute and in their community.