



Job Title: Student Services Assistant
Department: Languages Department
Reports To: Languages Department Manager
FLSA Status: .5 FTE, 24 hours per week
Salary Range: \$23.50 per hour
Estimated start date: 7/1/2022

Organization Description:

The International Institute of Minnesota (IIM) is a fast-paced, innovative organization with talented staff who are mission driven and support one another in their work. Since 1974 IIM has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped nearly 15,000 New Americans achieve U.S. citizenship since 2001. From 2012 to 2018, IIM experienced exponential growth, establishing the organization as an expert in education and workforce development for immigrant and refugee communities. With more than 21 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, IIM's programs continue to be in demand and important abroad and in Minnesota.

Purpose:

The Languages Department at IIM provides free English Language learning to students from pre-literate to advanced. Class offerings include core English skills at 4 different levels with supplemental classes in pronunciation, driver's ed, health, debate, and more. Additionally, the Languages Department houses community orientation workshops and citizenship classes to provide students with opportunities to learn about life in Minnesota and broader engagement in the US. The **Student Services Assistant** will play the key roles of connecting students to education and workforce classes to set short term and long-term goals during intake, student outreach and marketing, inter department class coordination and communication, and student resource referrals.

Duties and Responsibilities:

- Class Registration & Intake (50%)
 - Assist Intake Specialist with Languages Department intake
 - Enter student information into databases
 - Enroll and connect students to classes at IIM
 - Connect students to resources to address barriers to enrollment
 - Connect with no-show students for follow-up
- Outreach & Marketing (20%)
 - Create and maintain dynamic, engaging and targeted outreach materials on various platforms including:
 - Google sites
 - Print materials
 - E-Newsletters
 - Social Media; Facebook & YouTube

- Inter Department Class Coordination & Communication (10%)
 - Collect and organize information from all education and workforce programs at IIM
- Student Resource Referrals (5%)
 - Maintain resource lists for common student barriers and needs
 - Maintain IIM Help Map
- Attend IIM All-staff meetings & weekly team meetings. (15%)
- Other duties as assigned.

Requirements:

- Demonstrated commitment to the International Institute of Minnesota’s mission and vision.
- History of English language or adult basic education teaching or program experience
- Strongly preferred: Knowledge of ABE testing and reporting; especially, CASAS and TABE testing procedures and SID database.
- Strongly preferred: Experience working with immigrant populations
- Knowledge of social media outreach and marketing tools
- Proven oral and written communication skills, including negotiation and problem solving
- Fully vaccinated from COVID-19.

Physical Demands:

- Use of manual dexterity, tactile, visual, and audio acuity.
- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands.

EEO Statement:

International Institute of MN is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To Apply:

Submit cover letter and resume to Stacy Dietrich Varney via email sdietrich@iimn.org. Position opened until filled. No phone calls or walk-ins please.

Revised: 6/3/2022