

## **US Citizenship Administrative Coordinator – Full-Time**

The U.S. Citizenship Administrative Coordinator supports Hartford Public Library's The American Place Programs. The American Place, offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement. Under the supervision of the American Place manager, the Citizenship Administrative Coordinator works closely with Citizenship class students and applicants to facilitate their timely completion of the steps necessary to prepare for and attain U.S. Citizenship. Schedule will include day, evening and weekend hours. **This position is grant funded through September 30, 2025 with the possibility of renewal.** The U.S. Citizenship Administrative Coordinator is responsible for the following duties:

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:**

#### **CITIZENSHIP RECRUITMENT**

- Works with Library staff and community partners to promote the Library's Citizenship programs and services, including public presentations; may attend stakeholder meetings.
- Responds to customer inquiries in a timely manner, including phone, text, Web forms, emails, etc.
- Provides problem-solving assistance, makes appropriate referrals for needed resources and services,
- Schedules appointments, and monitors/provides timely follow up with customers as needed.

#### **INTAKE, CASE REVIEW & COORDINATION**

- Collects and organizes documents in preparation for legal counsel.
- Reviews basic qualifications for U.S. Citizenship and application fee waivers with customers.
- Reviews customer-submitted documents to identify any missing items.
- Supports customers to create online accounts and emails for the purpose of:
  - retrieving required documents online, notably tax forms, Selective Service status, travel records.
  - Checking customer's application status online.
  - Teleconferencing.
  - Transcribing information online.
- Follows up with clients to ensure all required documents are submitted and all intake forms are accurately completed in a timely manner.
- Maintains accurate, complete and confidential case files in agency database.
- Ensures records of Citizenship class students and applicant interactions, services, outcomes and referrals are inputted accurately and in a timely manner.

#### **EDUCATION and EXPERIENCE/QUALIFICATIONS**

- Associate's Degree or State Certified Paralegal required.
- Minimum 2 years case management experience working in a law firm, not-for-profit institution, school, or government agency serving diverse clientele required.

- Excellent data entry skills; with ability to enter client information expediently and efficiently required.
- Fundamental knowledge of USCIS Website content specifically as it applies to Citizenship.
- Ability to handle high volume of customers through effective time management.
- Strong interpersonal and rapport-building skills.
- Ability to help customers identify problems and develop solutions.
- Excellent organizational and documentation skills (data, files, correspondence, schedules, etc.)
- English fluency, ability to communicate effectively both verbally and in writing.
- Excellent data entry and computer skills, notably Microsoft Office.
- Possesses a clean, valid driver's license.

**Preferred:**

- Bachelor's Degree preferred Proficiency in Spanish and/or a language other than English preferred.

**PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to lift up to 50 pounds.
- Ability to maintain composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**What we offer employees:**

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

**What we offer the community:**

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **US Citizenship Administrative Coordinator** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

**Hiring Range:** \$44,583.50 - \$46,870.20

**Hartford Public Library is an Equal Opportunity Employer.**