



### **U.S. Citizenship Administrative Coordinator**

The U.S. Citizenship Administrative Coordinator supports Hartford Public Library's mission and core values. Under the supervision of the TAP 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. The U.S. Citizenship Administrative Coordinator is responsible for the following duties, and other duties as assigned:

#### **Customer Service**

- 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

#### **Document Review & Management**

- 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

#### **Case File Management & Data Entry**

- 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

#### **Outreach**

- Works with Library staff and community partners to promote the Library's Citizenship programs and services, including public presentations; may attend stakeholder meetings

### **REQUIRED QUALIFICATIONS**

- Associate's Degree or State Certified Paralegal required
- Minimum 2 years administrative experience working in a law firm, not-for-profit institution, school, or government agency serving diverse clientele required
- Fluent in spoken and written English 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.)
- 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

This position is grant funded through September 30, 2021 with possibility of renewal.

Salary of up to \$40,000 per year commensurate with experience, plus comprehensive non-compensatory benefit offerings including vacation, health insurance, etc.

Hartford Public Library is an Equal Opportunity Employer.

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