

# CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

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<b>Title:</b> Citizenship and Immigration Services (CIS) Counselor Assistant	<b>Grade:</b> 4	
<b>Reports To:</b> Citizenship and Civic Engagement Officer	<b>FLSA Status:</b> Non-Exempt	
<b>Supervises:</b> Not Applicable	<b>Date Written:</b> Feb. 01, 2002	<b>Date Revised:</b> July 20, 2017

## POSITION SUMMARY

Provides citizenship and immigration application services to the clients. Performs daily clerical work to maintain program's daily operation. Assists in conducting outreach activities. Continues professional development in immigration laws.

## ESSENTIAL FUNCTIONS

1. Provides citizenship and immigration application services to the clients in the office or over the phone
  - a. Provides clients with information about USCIS application procedures without interpreting or applying legal information to a client's case
  - b. Assists clients in filling out immigration forms with the information that a client provides without advising the client about how to answer the questions on the form
  - c. Helps clients collect support documents
  - d. Follows up on clients' application status and updates clients with their status
  - e. Refers clients to other programs inside or outside the agency for clients' special needs
  - f. Refers clients to the agency's BIA accredited representatives for legal services
  - g. Provides interpretation services to clients when corresponding with USCIS and other agencies
  - h. Escorts clients to the government offices for citizenship and immigration issues, such as fingerprinting, oath ceremony, and naturalization interview
  - i. Assists in taking photos for clients
2. Performs daily clerical work
  - a. Schedules clients for CIS services and updates work schedule
  - b. Enters and updates clients' demographic information, points of services, and application process to the Efforts to Outcomes (ETO) software and generates reports for program performance evaluation
  - c. Follows agency's fiscal procedures to handle and submit daily incomes to the Accounting department
  - d. Maintains clients' files and makes sure that needed documentation is kept in each client's file
  - e. Assists in administering BEST test for adult education students
3. Assists the Supervisor in conducting outreach activities
  - a. Develops and updates flyers and delivers flyers to targeted areas
  - b. Assists in various tasks in workshops
  - c. Assists in recruiting and training volunteers to help with outreach and workshops
  - d. Promotes CASL's Citizenship and Immigration Services to Chinese communities in the City of Chicago and targeted suburban areas
4. Attends at least eight hours of professional development training each year to develop knowledge of immigration laws

5. Responds to agency needs by performing assigned tasks that do not fall within the above description, if such tasks are not of a temporary nature, they shall be added to this list of designed job responsibilities.

### **OTHER FUNCTIONS**

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1. Participates and assists in other CIS related events which may arise from time to time

### **MINIMUM REQUIREMENTS**

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#### **Education/Experience:**

- Associate's Degree or equivalent
- At least one year of working experience

#### **Skills/Knowledge:**

- Spoken and written knowledge of Chinese. (Cantonese is preferred. Toishanese and Mandarin a plus)
- Ability to use general computer applications for Word Processing and Data Entry purposes, email, as well as internet research
- Some knowledge of immigration laws and naturalization process
- Be able to drive a plus

#### **Physical Demands:**

- Required to frequently sit and travel by car
- Required to occasionally lift/move objects weighing in excess of 10 pounds.
- Must have the visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.

#### **Environment and Scheduling:**

- Work is performed during standard business hours, Monday through Friday
- Must be flexible and available to work additional hours, in the evenings and weekends, when necessary
- Work is performed in the office or outdoor

### **EMPLOYER'S RIGHTS**

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This description is intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Management retains the right to add to or change the duties at any time.