

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

Page 1 of 3

Title: Citizenship and Immigration Services (CIS) Legal Service Counselor I	Grade: 5	
Reports To: Citizenship and Civic Engagement Officer	FLSA Status: Non-Exempt	
Supervises: None	Date Written:	Date Revised:
	Feb. 01, 2002	9/18/2018

POSITION SUMMARY

The Citizenship and Immigration Services (CIS) Legal Service Counselor I reports directly to Citizenship and Civic Engagement Officer. (S)he is to provide citizenship and immigration application services to the clients, perform daily clerical work to maintain program's daily operation, develop and implement presentation for community events, promote agency's Citizenship and Immigration series to Chinese communities in the City of Chicago, and assist in conducting outreach activities. This position will need to continue to attend professional development training in immigration laws to obtain the Department of Justice (DOJ) accreditation.

DUTIES AND RESPONSIBILITIES

- Provides citizenship and immigration services to the clients in the office or over the phone:
 - Provides clients with information about USCIS application procedures without interpreting or applying legal information to a client's case.
 - 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.
 - Helps clients collect support documents.
 - Follows up on clients' application status and updates clients with their status.
 - Refers clients to other programs inside or outside the agency for clients' special needs
 - Refers clients to the agency's DOJ accredited representatives for legal services.
 - Provides interpretation services to clients when corresponding with USCIS and other agencies.
 - Escorts clients to the government offices for citizenship and immigration issues, such as fingerprinting, oat ceremony, and naturalization interview.
 - Assists in taking photos for clients.
- Performs daily clerical work:
 - Schedules clients for CIS services and updates work schedule.
 - Enters and updates clients' demographic information, points of services, and application process to Sales Force (Birdseye) software and generates reports for program performance evaluation.
 - Maintains clients' files and makes sure that needed documentation is kept in each client's file.

- Performs data entry for NAI reports.
 - Assists in administering CASAS & BEST tests for adult education and citizenship class students.
 - Assists the Supervisor in conducting outreach activities:
 - Develops and updates flyers and delivers flyers to targeted areas.
 - Assists in various tasks in workshops.
 - Assists in recruiting and training volunteers to help with outreach and workshops.
 - Promotes CASL's Citizenship and Immigration Services to Chinese communities in the City of Chicago and targeted suburban areas.
 - Attends at least eight hours of professional development training each year to develop knowledge of immigration laws.
-

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- Bachelor's degree or equivalent.
- At least one year of working experience.

Skills/Knowledge:

- Spoken and written knowledge of English and Chinese (Cantonese a must. 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.
- Valid Driver's License a plus.

Physical Demands:

- Required to frequently sit and travel by car.
- Required to occasionally lift/move objects weighting 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.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.