



HIAS PA Refugee Resettlement Program

Job Opening: Refugee Resettlement Administrative Assistant (1-Year Contract)

Start Date: Late January or Early February 2022

Supervisor: Refugee Resettlement Program Manager

Position Type: Full-time, Temporary 12-month contract

Salary range: \$30,000-\$36,000

Application Instructions: To apply, please send cover letter and resume as attachments to Yvonne Leung, yleung@hiaspa.org. Applications will be accepted on a rolling basis. Note that the HIAS Pennsylvania refugee resettlement team is hiring for multiple open roles. If you would like to be considered for more than one position, please clearly indicate this in both your cover letter *and* the email you send with your application materials. No phone calls please.

Background: HIAS Pennsylvania (HIAS PA) supports low-income immigrants of all backgrounds as they build new lives in our community. Through immigration legal services and an array of social services, we work to address their needs, defend their rights, and advocate for their equitable inclusion in American society.

Refugee resettlement is a humanitarian program designed to assist those who have been persecuted due to their race, religion, nationality, membership in a social group or political opinion, displaced from their home countries, and selected to come to the US through our federal US Resettlement program.

Position Description:

HIAS Pennsylvania seeks an energetic, organized, and highly detail-oriented Refugee Resettlement Administrative Assistant to support resettlement program services for newly arriving refugees and immigrants.

Core Responsibilities:

Administrative Support to the Refugee Resettlement Program

- Work collaboratively with Refugee Resettlement Program Manager, and Social Services Administrative Assistant to prepare, process, and track rental and utility payments, furniture and food vendor invoices, SEPTA purchases, technology purchases, Emergency Food & Shelter Program (EFSP) applications, and other financial expenditures. Create new tracking systems where needed.
- Update client tracking spreadsheets with information on new arrivals. Prepare physical and electronic client case files. Prepare printed documents and forms for new arrivals.

- Assist refugee case managers and housing coordinator to process, document, and distribute client mail and other client documents.
- Book temporary accommodations for refugee and immigrant clients through Airbnb and other platforms. Maintain records of temporary housing stays, fill out required request forms, and submit reports related to temporary housing grant funding.
- Assist the housing team to switch utility accounts from HIAS PA's name to individual clients' names and maintain tracking systems for client utility accounts.
- Assist the Refugee Resettlement Program Manager and Director of Social Services to ensure program compliance with various funder requirements. Prepare for intermittent program monitoring reports as needed.
- Other administrative tasks as assigned by the Refugee Resettlement Program Manager.

Requirements:

- Associate degree
- Strong knowledge of office management systems and procedures
- Strong proficiency in MS Office and Google Office Suite, especially MS Excel and Google Sheets
- Excellent time management skills and ability to prioritize work
- Attention to detail and problem-solving skills
- Excellent communication skills. Enthusiasm, persistence, and positive energy; compassion and patience.
- Experience with refugee, immigrant, or other vulnerable and/or multicultural populations encouraged.
- While HIAS Pennsylvania currently operates with a hybrid remote/in-person model due to the COVID-19 pandemic, this position includes essential office-based functions and must work in-person in HIAS PA's office a minimum of three days a week with limited exceptions. HIAS Pennsylvania's COVID-19 safety policies include vaccination and mask requirements.
- Language skills beyond English are helpful, especially Pashto, Dari/Farsi, Arabic, Swahili, French, Urdu, Burmese, Ukrainian, and/or Russian.

Non-discrimination Statement: HIAS Pennsylvania is an equal opportunity employer and does not discriminate against anyone based on race, color, religion, sex, national origin, age, disability, political affiliation, or beliefs.

Qualified applicants who represent minority and marginalized groups are strongly encouraged to apply.

Benefits: This is an exempt position; the salary is commensurate with experience. The employment package includes comprehensive health care insurance coverage, 403(b) employer contribution retirement account, and very generous paid holiday leave and vacation provisions.

Compliance Statement: In the performance of their functions as detailed in the position description employees have an obligation to avoid ethical, legal, financial, and other conflicts of interest to ensure that their actions and outside activities do not conflict with their primary employment responsibilities at the agency. Employees are also expected to understand and be in compliance with applicable laws and agency policies.