



**California  
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

<p><b>PROGRAM/DEPARTMENT</b> Citizenship – Immigration Services</p> <p><b>LOCATION: Santa Rosa, CA</b></p>	<p>CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel.</p> <p>CHD is an Equal Opportunity Employer.</p>
<p><b>JOB DESCRIPTION TITLE:</b> Citizenship/Immigration Agent</p>	<p><b>POSITION STATUS:</b> Regular Full-time</p> <p><b>FLSA STATUS:</b> Non-Exempt</p>
<p><b>SALARY:</b> Grade 5</p>	<p><b>PROGRAM HOURS:</b> 40 hours per week</p>

**PROGRAM DESCRIPTION:** California Human Development (CHD) is a non-profit organization that has provided services in California for more than 30 years. The corporation’s mission is “Creating opportunities for people to rise above barriers in their pursuit of better lives.”

**SUMMARY:** The Citizenship/Immigration Agent is responsible for delivery of citizenship services to clients in their local community. Among other things, the Agent performs outreach activities to eligible population groups, explains our services, recruits clients, sells the services and provides many of the services directly to the client under the close supervision of the Program Director.

**ESSENTIAL RESPONSIBILITIES AND DUTIES:**

Under the supervision of the Citizenship Director, the Citizenship Agent performs the essential responsibilities and duties including:

- A. Provide excellent customer service, including information and assistance with citizenship and DACA applications and other immigration services and make referrals to other community resources
- B. Consult with clients to assess eligibility for a variety of immigration and citizenship pathways and help clients determine the best path for a successful outcome
- C. Organize community workshops to complete citizenship and DACA applications in a group setting
- D. Maintain client case files
- E. Translate documents and client declarations from Spanish to English
- F. Conduct outreach and marketing activities for the program
- G. Perform administrative and record-keeping duties as required
- H. Perform follow-up customer service and network marketing
- I. Make community presentations & distribute educational information re DACA, DAPA, citizenship and other immigration benefits.
- J. Other duties as assigned

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### **LANGUAGE:**

- A. Bilingual: English -Spanish-speaking required.
- B. Ability to effectively communicate in English both verbally and in writing with individuals and groups, including occasional public speaking. Business English and grammar and composition are essential.
- C. Ability to conduct effective community outreach
- D. Ability to read, analyze, and interpret general services contracts or governmental regulations in English.

### **MATHEMATICAL SKILLS:**

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability to compute rates, ratios, and percentages.

### **REASONING ABILITY:**

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D. Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Ability to solve problems and resolve conflicts effectively.
- F. Possess a dedicated interest in serving disadvantaged people.
- G. Possess a caring attitude towards fellow employees and clients served.
- H. Ability to maintain own psychological well-being.
- I. Ability to recognize and manage personal bias.

### **Technical Ability:**

Ability to use modern office and computer equipment, including Microsoft Office, typing rapidly and accurately, and processing information.

### **SUPERVISORY RESPONSIBILITIES:**

Supervise volunteers

### **QUALIFICATIONS:**

#### **EDUCATION:**

- A. 2 years of college or equivalent experience
- B. Board of Immigration Appeals Accreditation or able to work toward BIA Accreditation

#### **EXPERIENCE:**

- A. Experience working with low income and diverse populations.
- B. Experience in legal systems and specifically Citizenship /Naturalization services preferred.

### **WORKING CONDITIONS:**

#### **A) PHYSICAL DEMANDS:**

The physical demands described here are representative of

those that must be met by an employee to successfully perform the essential functions of this job.

This position requires:

Frequently: Sitting, Walking, Seeing, Hearing,  
Speaking, Standing, Carrying  
Occasionally: Stooping, Lift up to 40 lbs., Squatting,  
Kneeling, Bending, Pushing/Pulling  
Seldom: Climbing, Twisting

B) WORK ENVIRONMENT: This is a fast paced environment and the noise level is usually moderate.

May have exposure to hazardous materials such as everyday cleaning agents.

***Other requirements:***

**All agents must pass a criminal background check because they will: a) be in possession of company equipment, b) will be handling sensitive client information, c) handling money and d) driving in the course of their work;**

**CERTIFICATES, LICENSES, EQUIPMENT:**

- Valid California Driver's license.
- Proof of insurance on personal vehicle to be used in performance of this position.
- Recent satisfactory California DMV printout of driving record.
- Board of Immigration Appeals Accreditation or able to work toward BIA Accreditation

**ACCEPTANCE AND CERTIFICATION:**

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of my job as outlined above.

\_\_\_\_\_  
Employee's Signature & Date

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Supervisor's Signature & Date