



## **Position Title: Program Assistant**

### **Purpose**

The role of the Program Assistant is to provide efficient and effective support to the Program Team and to foster strong, mutually beneficial relationships between Christian volunteers and refugees in DuPage County. This position is based primarily in the DuPage area and requires local travel.

### **Duties and Responsibilities**

1. Assess, identify and evaluate refugees' needs for program services.
2. Coordinate and/or facilitate introductions between volunteers and refugees.
3. Work in partnership with Exodus program managers to coordinate appropriate matches between volunteers and refugees.
4. Assist in regular communication with volunteers, including program coordination, follow-up contacts and debriefs.
5. Manage regular administrative duties and reporting of information pertaining to program activities and contacts.
6. Manage donated items for refugees and supply drives.
7. Assist in coordinating video/photoshoots of volunteer and refugee connections.
8. Assist in responding to general requests for information.
9. Assist with Exodus events and other organization-wide priorities such as annual fundraising gala.

### **Knowledge, Skills and Abilities**

1. Commitment to Exodus World Service's Christian mission and values.
2. Strong interpersonal and customer-service skills.
3. Experience relating to diverse groups of people. Knowledge of refugee and cross-cultural issues a plus.
4. Excellent verbal and written communications skills.
5. Ability to work well independently and as part of a team.
6. Attention to detail and follow through.
7. Ability to multi-task in a fast-paced environment.
8. Basic computer skills, experience with CRM database a plus.



### **Work Conditions and Physical Requirements**

1. Work week is flexible, generally 10am – 6pm but with some evening and weekend availability required.
2. Must be able to lift up to 30 pounds.
3. Must be able to walk up and down stairs with ease.
4. Valid driver's license and ability to drive to appointments as needed.

### **Education**

Bachelor's degree or equivalent experience required.

### **Job Classification**

Full-time exempt. This position is eligible for paid time off, health insurance and retirement benefits.

### **Location**

Job duties are performed in refugee communities in DuPage County, the Exodus office in Park Ridge, and with flexibility to work remote as appropriate.

### **About Exodus World Service**

Founded in 1988, our mission is to mobilize the Christian community to welcome and befriend refugees. We do this by educating churches about refugee ministry, connecting volunteers with newly arriving refugees through practical service projects, and empowering people to be champions for refugees.

### **To Apply**

Please send resume and cover letter to [hr@exodusworldservice.org](mailto:hr@exodusworldservice.org).