



## **Position Title: Part-Time Program Assistant, Chicago**

### **Purpose**

Are you mission-driven and want to be part of a team that is engaging the Christian community to serve refugees? Do you have excellent interpersonal skills and a desire to foster strong, mutually beneficial relationships between refugees and volunteers? If you answer yes, then this part-time position might be for you! Working 15-20 hours/week, the Program Assistant provides administrative and volunteer support on behalf of the Chicago Program Team.

### **Duties and Responsibilities**

1. Maintain scheduled (written and verbal) communication with volunteer and refugee base.
2. Manage regular administrative duties and reporting of information pertaining to program activities and contacts.
3. Work in partnership with program managers to facilitate engagements between refugees and volunteers making *Care Pack* deliveries and *New Neighbor* introductions in refugees' homes.
4. Re-engage previous volunteers and assist onboarding volunteers with the application process.
5. Record each of the three steps of a volunteer's application process. Complete reference and background checks.
6. Identify and assess refugees' needs for program services or development. Share about Exodus programs and gather feedback. Communicate ideas and trends with the program manager to continually improve programs.
7. Assist in sharing stories, quotes, and photos with the communications team.
8. Assist with opening and/or closing our Chicago location (Heidi's House).
9. Continually demonstrate the core values and mission of Exodus to volunteers and provide other opportunities for volunteers to engage in refugee ministry.
10. Assist with Exodus events and other organization-wide priorities such as annual fundraising gala.
11. Maintain the Chicago location appearance, includes regular bathroom cleaning and vacuuming office.

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

1. Commitment to Exodus World Service's Christian mission and values.
2. Excellent interpersonal and customer service skills.
3. Experience relating to diverse groups of people. Knowledge of refugee and cross-cultural issues is a plus.
4. Strong verbal and written communications skills.
5. Ability to work well independently and as part of a team.
6. Strong attention to detail and follow through.
7. Ability to multi-task in a fast-paced environment.
8. Aptitude with technology, including Excel and Word. Experience with CRM (Customer Relationship Management) database a plus.

**Work Conditions and Physical Requirements**

1. Must be able to lift supplies up to 30 pounds.
2. Must be able to climb two flights of stairs (approximately 30 steps) to our second-floor office.
3. Must be able to deliver supplies to refugee homes that may involve stairways.
4. Valid driver's license and access to a vehicle preferred.

**Experience/Education**

Relevant work experience required. Bachelor's degree preferred.

**Job Classification**

Part time, hourly, 15-20 hours per week.

**Location and Work Schedule**

Job duties are performed primarily at our Chicago location, with some visits to refugee homes in Chicago/northern suburbs communities. There may be occasional flexibility to work remotely.

The ideal candidate is available to work at least two weekday evenings 5:00-8:00pm and Saturday 9:00am-12:00pm at our Chicago location.

**Salary Range**

\$19.00 - \$21.00 per hour,

**About Exodus World Service**

Founded in 1988, Exodus World Service mobilizes 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).