

The Immigrant Welcome Center Job Description: IWC General Intern

Department: Programs

Status: Intern – unpaid

Supervisor: Office Coordinator

Staff Mentor: To be determined

Internship dates: A minimum of 10 hours per week in-person per semester.

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; flextime and time-off arrangements that support healthy integration of work and life demands.

Position Summary

The IWC General Intern will support staff in ensuring resources are accessible to immigrant communities in Indianapolis. The internship will require regular one-on-one contact with clients over the phone with documentation through Microsoft systems, Salesforce, and other database management systems. This intern will be able to work across all departments to gain experience in a variety of areas that may be of interest to them and learn more about the workforce.

Responsibilities

- Ensure resources for immigrants in our community are available and accurate on the IWC Connect online resource database.
- Gather client feedback on resource referrals and provide follow-up to immigrants who need further assistance.
- Meet with clients by phone and in-person to connect them to resources.
- Supporting other departments as needed (e.g. Legal, Natural Helpers, English Language Learners, Marketing, and Fundraising)
- Other roles and responsibilities as assigned that align with the intern's interest.

Success Indicators

Success in this role is indicated by the following:

- Accurately and clearly documents and shares information
- Handles requests and assignments in a timely and quality manner
- Displays a positive attitude about the rights and opportunities for immigrants

Work Responsibilities & Requirements

- In-person for at least 10 hour per week.
- Flexible working schedules of choosing days and times (8am-6pm, M-F).
- Evening and weekend work may be available for special events.
- Extensive administrative work on computer and phone.



Required Qualifications & Skills

- Senior in high school or higher.
- Fluency in another language.
- Passionate about serving our immigrant and refugee population.

Preferred Qualifications

- Serving clients through professional or volunteer setting.
- Experience with Microsoft suite and Salesforce.

***This is an immediate opening. Applications will be reviewed on a rolling basis. ***

Please email your resume (optional cover letter and references) to our Office Coordinator, Safy Muloway smuloway@immigrantwelcomecenter.org and copy our COO, Christina Arrom Garza carrom@immigrantwelcomecenter.org. Subject line should read: Applicant for IWC General Intern.