

## Immigrant Welcome Center Job Description: Manager of Training and Technical Assistance

**Department:** Programs

**Status:** Full-time at 40 hours per week, exempt position

**Supervisor:** COO

**Supervising:** One direct report (Data Specialist)

**Salary:** \$60K-\$67K (commensurate with experience and education)

**Location:** Indianapolis, IN (In-office 3 days a week, hybrid 2 days a week)

**Date Posted:** November 26, 2025

### **About Us**

Immigrant Welcome Center (IWC) empowers our immigrant neighbors to thrive here in Indiana by connecting them to educational, legal, language and community partner resources. IWC team members enjoy a collaborative, accountable, equitable, and trusting environment. To our staff, we offer a flexible work environment, mission-focused culture, and supportive benefits that support healthy integration of work and life demands.

### **Position Summary**

The Manager of Training and Technical Assistance will drive awareness and impact to community partners regarding our immigrant neighbors. This role leads in building meaningful relationships, conducting IWC's cultural training efforts, and providing technical assistance to organizations. This role also oversees our Data Specialist to support that role and assist with research and data analysis.

### **Responsibilities**

#### Trainings

- Set and execute revenue goals for the program.
- Recruit and retain community partners.
- Modify, develop, update, and deliver trainings.
- Host community-wide convenings and meetings.

#### Technical Assistance

- Provide consultations that include but are not limited to building capacity, culturally responsive practices, and creating welcoming environment for our immigrant neighbors.
- Manage and oversee our services for focus groups.

#### Supervision

- Support our Data Specialist with coaching and feedback.
- Research data and trends.
- Provide clarity around goal setting and problem solving.

#### General Organization Support

- Assist with clients who walk in needing services.
- Participate in department and all-staff activities.
- Any other duties assigned by IWC leadership.

### **Success Indicators**

Success in this role is indicated by the following:

- Clear communication and facilitator for diverse audiences.
- Materials produced reflect well on the organization.
- Meet deadlines and stay organized.
- A positive attitude is displayed about the rights and opportunities for immigrants.
- Feelings of confidence and collegiality are fostered with colleagues, board members, volunteers, and other stakeholders.

### **Work Responsibilities & Requirements**

- Hybrid schedule: 3 days in the office, 2 days hybrid.
- Flexible working schedules, 8-hour shift Monday – Friday.
- Evening and weekend are required (flextime available).
- Extensive administrative work on a computer and phone.

### **Required Qualifications & Skills**

- Bachelor's degree.
- 5+ years of relevant experience in nonprofits, sales, teaching, or other related fields.
- Strong organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Proficiency in Google, Adobe, and CRMs such as Salesforce, and Canva.
- Ability to work independently and collaboratively in a fast-paced environment.
- Lived immigrant experience and/or working with immigrant community.
- Authorized to work in the United States.

### **Preferred Qualifications**

- Multilingual.
- Understanding of adult learning principles and instructional design methodologies.
- Data driven.
- Researcher.

**EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER:** IWC is committed to promoting diversity, multiculturalism, and inclusion and is proud to be an equal opportunity employer. We recruit, employ, train, compensate, and promote without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any category protected by law.

*\*\*This is an immediate opening, applications will be reviewed on a rolling basis.\*\**

Please email your resume, cover letter, and references to our COO, Christina Arrom Garza ([carrom@immigrantwelcomecenter.org](mailto:carrom@immigrantwelcomecenter.org)). Subject line should read: Applicant for Manager of Trainings and Technical Assistance.