



MOSAIC
FAMILY SERVICES

Position: Citizenship Specialist
Program: Citizenship Services
Supervisor: Director of Citizenship Services
Location: Dallas, TX
Hours: M-F 9:00 AM to 5:00 PM
Type: Full-Time
Classification: Non-exempt
Funding Status: This position is primarily government grant-funded and dependent on the availability of government funding and awards each agency fiscal year (October-September).
Union Status: This position operates within a unionized environment and supports employees covered by a collective bargaining agreement (CBA). This position itself is represented by the union and is required to adhere to the terms, conditions, and procedures outlined in the applicable collective bargaining agreement.

Job Summary

Citizenship Specialist supports the Citizenship Director in conducting client intakes, assists clients in completing their applications for adjustment of status or citizenship, maintains client files and database, and provides resources to clients to successfully complete the citizenship process.

Essential Functions and Responsibilities

- Assists Program Director and/or the DOJ accredited representative(s) to provide clients' intake and identify the need for assistance.
- Ensures all intake forms or applications are complete and accurate before submission.
- Follows up with clients to obtain any additional documentation.
- Refers refugee clients to English-as-a Second Language (ESL) training and civics instruction.
- Creates new client case files and manage the filing system based on RSS program requirements.
- Monitors and documents any case development within five (5) business days, timing requirements, updates and ensures cases are in good standing.
- Maintains communications with clients about status changes, meetings, appointments (*i.e.* scheduled USCIS upcoming appointments in a timely manner and follows up with clients to ensure attendance).
- Maintains appointment calendar including schedules for appointments, client intakes, and staff meetings.
- Assists with filing and tracking clients, survey, staff activities and outreach to clients.
- Maintains and updates any forms, agreements, flyers, or information disseminated to clients, including translating said documents.
- Processes outgoing and incoming mail for Citizenship Program.
- Data entry of client information, including database management and new Refugee Data Tracking system required under subcontract with Texas Office for Refugees (TXOR) (Catholic Charities Fort Worth).
- Assists Citizenship Program Director and/or the DOJ accredited representative(s) with client tracking lists and client numbers.
- Assists Citizenship Program Director and/or the DOJ accredited representative(s) with responding to (RFEs) and to any case changes or updates.



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Qualifications and Skills

Required

- Bachelor's degree or equivalent in human services field or 2-5 years of work experience in a field that develops the skills required for the functions and responsibilities of this position.
- **Spanish bilingual fluency (language proficiency exam is required).**
- Effective communication with and sensitivity to culturally diverse populations.
- Proficient with Microsoft 365 (e.g. Outlook, Word, Excel, Teams, SharePoint), database, word processing software, and Zoom.
- Skills, knowledge, and experience with creating written content through any medium.
- Organized and ability to prioritize high volume workload.

Preferred

- Experienced in refugee and immigrant services.
- Knowledge and experience with local community resources.

Core Competencies

- Confidentiality and ethical judgment
- Strong organizational and time management skills
- Ability to work collaboratively in a unionized environment
- Customer service orientation and professionalism
- Clear written and verbal communication

Work Environment & Physical Requirements

- Primarily office-based work environment with shared spaces.
- Prolong extended periods and work at a computer.
- Must be able to lift up to 30 lbs. to distribute donations to clients.

Salary & Benefits: \$46,000+ DOE

- Health Insurance (employer supplemented)
- Life and AD&D insurance (employer paid)
- Dental, vision, and supplemental insurance options
- Paid Time Off, Holidays, and Parental Leave
- Retirement matching
- Employee Assistance Plan (EAP)
- Employee discount program

About Mosaic Family Services

We support, educate, and empower the multicultural individuals and families of North Texas. We are dedicated to serving survivors of human rights abuses from around the world and within our community. We create access to opportunities for our clients, empowering them toward independence. We hope to equip future leaders with the skills to impact their own diverse communities for a stronger, more vibrant North Texas. We believe dignity is a human right. We believe that freedom is a human right. We believe that justice is a human right.

Mosaic Family Services is an Equal Opportunity Employer. We are committed to providing equal employment opportunities to all employees and applicants and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, marital status, or any other characteristic protected by applicable federal, state, or local laws.

To apply for this position, please send a cover letter and resume to hr@mosaicfamily.org.