



Job Description

Program Support Specialist

TITLE: Program Support Specialist
REPORTS TO: Director of Development
TYPE OF POSITION: Full-time
OFFICE LOCATION: Austin, Texas
FLSA STATUS: Non-Exempt

ORGANIZATION INFORMATION

American Gateways works to champion the dignity and human rights of immigrants, refugees and survivors of persecution, torture, conflict and human trafficking through exceptional immigration legal services at no or low cost, education, and advocacy. Founded in 1987 as the Political Asylum Project of Austin, today American Gateways is among the most effective and efficient non-profit providers of immigration legal services in the region.

Our clients are asylum seekers, victims of human trafficking, victims of family violence, long-term residents facing deportation, and undocumented youth. Whether fleeing civil war in their home country, an abusive spouse in the United States or the degradation of human trafficking—American Gateways provides free or low cost direct legal representation, education and consultation to hundreds of immigrants throughout 23 counties in Central Texas from our three offices in Austin, San Antonio and Waco. Women, men, and families from over 70 different countries were served by American Gateways last year.

SUMMARY DESCRIPTION:

The Program Support Specialist will help track and maintain data to support American Gateways' work of providing high quality immigration legal services to low-income immigrants throughout Central Texas. They will work closely with the Director of Development to assure a strong coordinated approach to all the organization's programs. Responsibilities include implementing our comprehensive development plan through community events, including our annual fundraising event and days of giving, as well as supporting donor stewardship through our database.



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MAJOR DUTIES AND RESPONSIBILITIES:

- Help identify, organize, and review systems or capacity-related tasks
- Maintain Salesforce database and provide training as needed
- Maintain program data information and systems
- Plan, prepare, and execute organizational fundraising events
- Identify and execute digital giving campaigns, including days of giving and new initiatives
- Assist with donor stewardship and cultivation
- Work with the Communications Team as appropriate
- Participate in DevComm meetings, campaigns, and Mailchimp data collection
- Provide support to Director of Development and Senior Management
- Other duties as assigned

REQUIRED QUALIFICATIONS, WORK EXPERIENCE and SKILLS:

- Exposure to or ability to learn new systems quickly and efficiently (i.e. Salesforce, GSuite, immigration tracking systems, etc.)
- Advanced Computer/Microsoft Office/Google skills
- Able to work under pressure and handle multiple responsibilities at once
- Demonstrated passion for American Gateways' mission
- Excellent organizational skills and attention to detail
- Excellent written and oral communication skills
- Ability to work independently
- Creative problem solver

REQUIRED EDUCATION:

- BA from an accredited university

PREFERRED EXPERIENCE:

- One year of office experience and/or working in a non-profit assisting low-income persons or immigrant clients
- Project management and data integrity experience
- Experience with non-profit fundraising program
- Proficiency in any other language
- Bilingual in Spanish and English
- Experience with culturally diverse individuals and organizations

In-state travel may be required.

How to Apply

Please send a cover letter, resume, and three references to americangateways@gmail.com.