



CLASS TITLE | IMMIGRANT SERVICES LIAISON

PAY GRADE: AT-32 | www.cityoftulsa.org/pay

Effective Date: 08/09/2023

CLASS CODE: 1532

PURPOSE OF THE CLASSIFICATION: Under general supervision, is responsible for coordinating and developing relationships between the City of Tulsa (COT) and immigrant and refugee communities, providing support and information on City processes, employment opportunities, application assistance, educational opportunities, and services; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Represents the Mayor's Office by providing assistance to immigrant and refugees in Tulsa to aid in gaining employment and education and helping with documentation of transcripts, credential evaluations, and naturalization and other essential needs
- Assists with communication and translation needs for non-English speakers, and translation of COT materials to further reach immigrant communities to make them aware of career paths at the COT and other high need sectors in Tulsa
- Provides assistance in identifying transferable job skills, working with employers to address employment barriers, recruiting candidates for employers, including the COT, to make connections for employment opportunities
- Coordinates attendance and assistance with job fairs and community engagement and outreach with the COT Human Resources Department's Employment Office, especially targeting bilingual, multilingual and multicultural communities to fill essential jobs
- Coordinates activities related to economic opportunity in the New Tulsans Welcoming Plan to support economic mobility through employment, naturalization, entrepreneurship, and other related workforce initiatives, including creating connector programs to build professional networks of immigrants and refugees
- Assists the administration, elected officials, and City departments with related projects and programs
- Keeps thorough and accurate documentation of services and assistance provided
- Reports to the Immigrant and Refugee Affairs Manager and provides regular reports and updates to the Personnel Director, Chief Resilience Officer, the Mayor and other stakeholders
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

1. (a) Completion of one hundred twenty (120) hours from an accredited college or university; **and**,



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(b) Three (3) years of experience relevant to the essential tasks listed in this job description; **or**,

2. (a) Graduation from high school or possession of a General Education Development Certificate (GED); **and**,
(b) Seven Years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Refugee, immigrant, and/or multi-cultural populations
- City of Tulsa services
- Non-profit services for immigrant or refugee communities
- Employment opportunities
- Applicable laws directly impacting immigrants and refugees
- Cultural identity and how this influence behavior, and a desire to learn about the cultural identity of others
- The needs of linguistically diverse communities and cross-cultural issues and dynamic

Ability to:

- Analyze and resolve complex immigrant and refugee affairs
- Recruit community partners to ensure opportunities for employment
- Support immigrant or refugees through naturalization or citizenship processes
- Maintain successful and positive relationships with community groups, professional partners, and City departments
- Work collaboratively with City staff
- Facilitate discussion and projects
- Demonstrate respect and flexibility when working with a variety of customers from a range of cultural backgrounds, socioeconomic income levels, geographic locations and community settings
- Communicate clearly and effectively
- Handle confidential matters in an ethical manner
- Speak, read, and follow written communications in English
- Exhibit the ability to interact positively with a wide-range of temperaments and personalities
- Exercise good judgment and sound decision making
- Represent the Mayor and the COT ethically and professionally
- Manage time effectively



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- Establish and nurture an environment that promotes cultural competence and equitable treatment of all persons
- Create a network and referral system with organizations to provide support
- Empower immigrants and refugees to fully integrate into Tulsa's communities, neighborhoods, and workforce
- Utilize the highest level of interpersonal skills to understand, select, develop, and motivate internal and external customers

Skill in:

- Listening and addressing the concerns of persons being served
- Navigating processes and systems to garner successful outcomes
- Navigating complex systems and processes
- Understanding the core needs and existing barriers faced by immigrants and refugee communities
- Creating project work plans and executing deliverables within deadlines

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying and pulling up to 20 pounds; may be subject to walking, balancing, bending, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver License

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting with some travel to field and worksites.

EEO Code: N-05

Group: Administrative and Technical

Series: City Development