



Job Announcement
Immigrant Defense Project
Operations Coordinator (Full-Time)

Position Summary

The Immigrant Defense Project (IDP) is seeking a full-time Operations Coordinator to oversee our development and program operations. Reporting to the Deputy Director, and working closely with staff across the organization, the Operations Coordinator will maintain a bird's eye view of all of IDP's operations, coordinating multiple processes simultaneously to keep us working smoothly and efficiently. In collaboration with the Development Manager, the Operations Coordinator will support the entire development and fundraising cycle, including data entry and database management, donor acknowledgments, supporting direct appeals, and coordinating events. The Operations Coordinator will oversee day-to-day office operations, including accounts payable/receivable, managing vendors, and office maintenance. The Operations Coordinator will also provide administrative support to our hotline, and as needed to our other programs, ensuring that program staff can advance IDP's mission, and enabling information sharing across the organization.

Organization Background

The Immigrant Defense Project (IDP) is a New York City-based nonprofit that works to secure fairness and justice for all immigrants by transforming the racially-biased U.S. criminal and immigration systems. IDP was founded twenty years ago to address the crisis of escalating criminalization and mass deportation, and our work attacks the injustices at the intersection of the criminal and immigration systems via a multi-pronged strategy. We strengthen immigrant defense through training and expert advice, challenge unfair laws through impact litigation, shape just policies through advocacy, work alongside communities and advocates through alliance building and education, and challenge negative narratives about immigrants through strategic communications.

IDP is a relatively small organization with big impact. Achievements include leading successful campaigns to protect immigrants from aggressive deportation tactics and playing an instrumental role in ensuring immigrant New Yorkers receive effective legal immigration advice after arrest. IDP has been central to strategic Supreme Court litigation campaigns, such as *Padilla v. Kentucky* and cases that have restricted the government's overreaching and damaging interpretations of mandatory deportation laws. IDP also operates a unique legal support hotline that provides cutting edge legal analysis for thousands of community members and attorneys annually and serves as a clearinghouse for ICE enforcement trends in New York City and beyond. In addition to training attorneys across New York, IDP develops Train-the-Trainers workshops for public school teachers, legal service providers, and

other community-based organizations, on a range of topics, from complex criminal and immigration laws to issues such as Know-Your-Rights with ICE.

Our Ideal Candidate

You are an organized and resourceful project manager, ready to creatively problem-solve and take initiative. You are mature and even-keeled, and excel at balancing competing priorities and managing your own time. You are committed to delivering high-quality work, with strong attention to detail, without losing sight of the big picture. You bring experience providing sophisticated administrative/operational/executive support in an office environment, ideally in a non-profit/mission-driven organization. You feel comfortable with the detail-oriented tasks of database usage and maintenance.

Responsibilities

Financial and Administrative Operations

- Serve as primary contact for IDP's fiscal sponsor, overseeing and processing accounts payable and accounts receivable.
- Provide ongoing general administrative support to IDP staff, as needed. May include ordering office supplies, coordinating food for staff events, and arranging printing services, etc. The Operations Coordinator may be asked to deliver/file briefs as needed.
- Oversee resolution of technological and logistical problems, including coordination with IT consultant. Liaise with building management, phone/internet provider, and other external contractors as needed on office-related issues.

Program Operations

- Ensure the effective functioning of IDP's hotline database system (we currently use Zoho CRM, which is a Salesforce alternative). IDP's hotline plays a critical role in providing legal support for attorneys, advocates, and community members, as well as informing IDP's programmatic work. This role would provide database management support to IDP's hotline database system including but not limited to managing multiple user setup, profiles, and roles, customization of fields and page layouts, development of automation and workflows, and creation and maintenance of reporting tools.
- Manage logistics for IDP events, such as trainings, seminars, external programs, and fundraising events. Serves as primary contact for vendors.
- Under the supervision of a Supervising Staff Attorney, coordinate the production, publicity, distribution and sales of publications and other printed materials.

Development Operations

- In coordination with the Development Manager, maintain IDP's development database: ensure excellent donor records and financial data; generate reports and queries as needed; improve audience segmentation for effective donor engagement and retention.
- Process individual gifts and send donor acknowledgment letters and emails.
- Coordinate administrative aspects of individual donor activities, such as fundraising events and appeals, including website support, printing, and mailing.

- Manage fundraising events and other donor engagement activities, in collaboration with the Development Manager: liaise with venues and vendors, coordinate event logistics, lead on event promotion, and serve as primary point of contact during the event.
- Support the Development Manager and Digital Strategy Manager as needed for donor engagement activities.
- Identify and implement ways to increase efficiencies and improve development systems.

Qualifications

- 3-5 years experience in office admin/operations, project management, and/or executive support; non-profit experience preferred.
- Strong organizational skills; ability to handle multiple projects and responsibilities.
- Strong command of Microsoft Word, PowerPoint, Excel, and other standard productivity software, including G-Suite.
- Experience working with donor databases (Little Green Light or similar) and customer relationship management (CRM) systems (Zoho or similar). Database management experience highly preferred.
- Strong written and verbal communication skills.
- Interest and skill in learning new technologies to facilitate office processes.
- Commitment to immigrant rights and social justice issues.
- Ability to work in a respectful, non-judgmental manner with impacted individuals (including people accused or convicted of serious crimes), and to work collaboratively, respectfully and supportively with attorneys, interns, service workers, and all vendors.

Compensation

Salary commensurate with relevant experience Generous benefit package provided by IDP's fiscal sponsor, Fund for the City of New York

To Apply

We are looking to fill this position soon and will be screening applications and interviewing on a rolling basis. Please submit cover letter, resume, and salary requirements to jobs@immdefense.org with the subject line "Operations Coordinator" Three references will be requested for those interviewed. No phone calls please.

The Immigrant Defense Project is an Equal Opportunity Employer that actively recruits women, people of color, persons with disabilities, persons with diverse gender and sexual identities, immigrants, and formerly incarcerated persons.