



About the Latin American Association

Founded in 1972, the Latin American Association (LAA) is the longest serving and largest provider of social and immigration legal services in Atlanta's Latino community. Last year, our services and programs impacted more than 40,000 individuals.

The LAA is a 501(c)(3) nonprofit organization.

Vision: Opportunity for All

Mission: To empower Latinos to adapt, integrate and thrive

Job Title: *Operations Analyst VISTA*

Type: AmeriCorps VISTA (Volunteers in Service to America)

Department: Operations Department

Compensation: Bi-weekly stipend

Applications: To apply, please send your resume and a brief email explaining your interest in the program to Catherine Warren (cwarren@thelaa.org), Senior Operations Associate – Volunteer Relations

Build capacity in the longest-serving & largest provider of social & immigration services in metro Atlanta Latino community by joining the Latin American Association's AmeriCorps VISTA team.

Program Description:

Founded in 1972, the Latin American Association (LAA) is the longest serving and largest provider of social and immigration legal services in the metro Atlanta Latino community. In the past year, our services have impacted more than 40,000 individuals in the past year. The proposed VISTA position fits into our Economic Development and Education focus areas. As a member of the LAA OperationsCorps – the LAA Operations Analyst VISTA will work side-by-side the operations team to enhance organization telecommunication systems policies and procedures. The VISTA will also aid the operations team in training on existing and new processes related to telecommunication systems.

Member Duties Include:

1. Review current operational processes related to organization telecommunication systems;
2. Identify necessary improvements to be made in processes as well as processes to eliminate;
3. Collaborate with operations and IT team to create an improvement plan for organization telecommunication system processes
4. Establish new and improved processes and procedures for operations for telecommunications systems (ie. net2phone, Zoom, Outlook, Teams, Project Management Software etc);
5. Document telecommunication systems SOPs
6. Develop pilot training program for staff on organizational telecommunication systems.



AmeriCorps Benefits:

1. A relocation and settling in allowance
2. A bi-weekly stipend totaling around \$15,000 annually;
3. An additional stipend for education after their completion of service;
4. Childcare benefits;
5. Health care benefits;
6. Professional development trainings through AmeriCorps learning management system
7. Non-Competitive Eligibility (NCE) status with the federal government (i.e. you enter the federal hiring pool as a current federal employee for up to one year after your term)
8. Time worked as AmeriCorps VISTA counts toward total federal service
9. Scholarship eligibility with selected schools

LAA Benefits

1. Access to LAA professional opportunities
2. Mileage granted for official LAA travel
3. Professional development with LAA staff development and training program offered through partners like Nonprofit University at Georgia Center for Nonprofits and Emory University Continuing Education
4. Gain exposure and experience in the field of nonprofit management, and the Atlanta nonprofit industry, immigrant/refugee/human services nonprofit space
5. Develop a working knowledge of marketing and communications in the nonprofit space
6. Gain skills related to the Spanish language and exposure to a bicultural/bilingual learning experience in the field of social and community services
7. Lead an implement large scale data projects with our operations team
8. Develop a positive attitude, cultural diversity skills, and a strong desire to help the community
9. Learn how to relate effectively with people of diverse cultural and economic backgrounds



Qualifications:

- Candidates must be:
 - 18 years or older
 - U.S. citizens, nationals, or legal residents
 - Successfully complete a criminal background check
 - Commit to full-time VISTA service
- We do permit part-time employment and/or attendance at school during off hours
- Preferred fluency in English and Spanish preferred (both written and oral)
- Strong interpersonal and communication skills, both written and oral
- Ability to multitask and work in a fast-paced environment
- Excellent team work skills, time management, and detail oriented
- Excellent computer skills
- Willing to work remotely and in-person
- Must successfully pass a background check and valid photo ID
- Interest in working with the immigrant/Latino community
- Must have reliable transportation
- Must be dependable and flexible
- VISTAs are prohibited from political advocacy, organizing, and/or demonstrating while on VISTA duty, or while perceived to be on duty.

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