

Asylum Division

Be Part of the Mission

Refugee, Asylum and International Operations (RAIO)



U.S. Citizenship
and Immigration
Services

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RAIO



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Meet the Asylum Division



Asylum Division

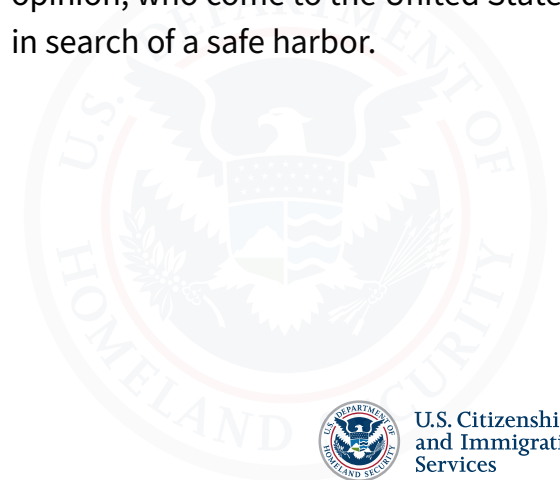
Refugee, Asylum and International Operations (RAIO)



Upholding the United States' historic tradition of providing refuge to individuals fleeing persecution in their home countries.

OUR MISSION

The mission of the Asylum Division is to offer protection to refugees - people who have been persecuted or fear they will be persecuted on account of their race, religion, nationality, membership in a particular social group, or political opinion, who come to the United States in search of a safe harbor.



U.S. Citizenship
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What We Do

Every day, we work together to ensure the protection of vulnerable individuals in accordance with US immigration laws and international obligations by utilizing our individual strengths and skills to...

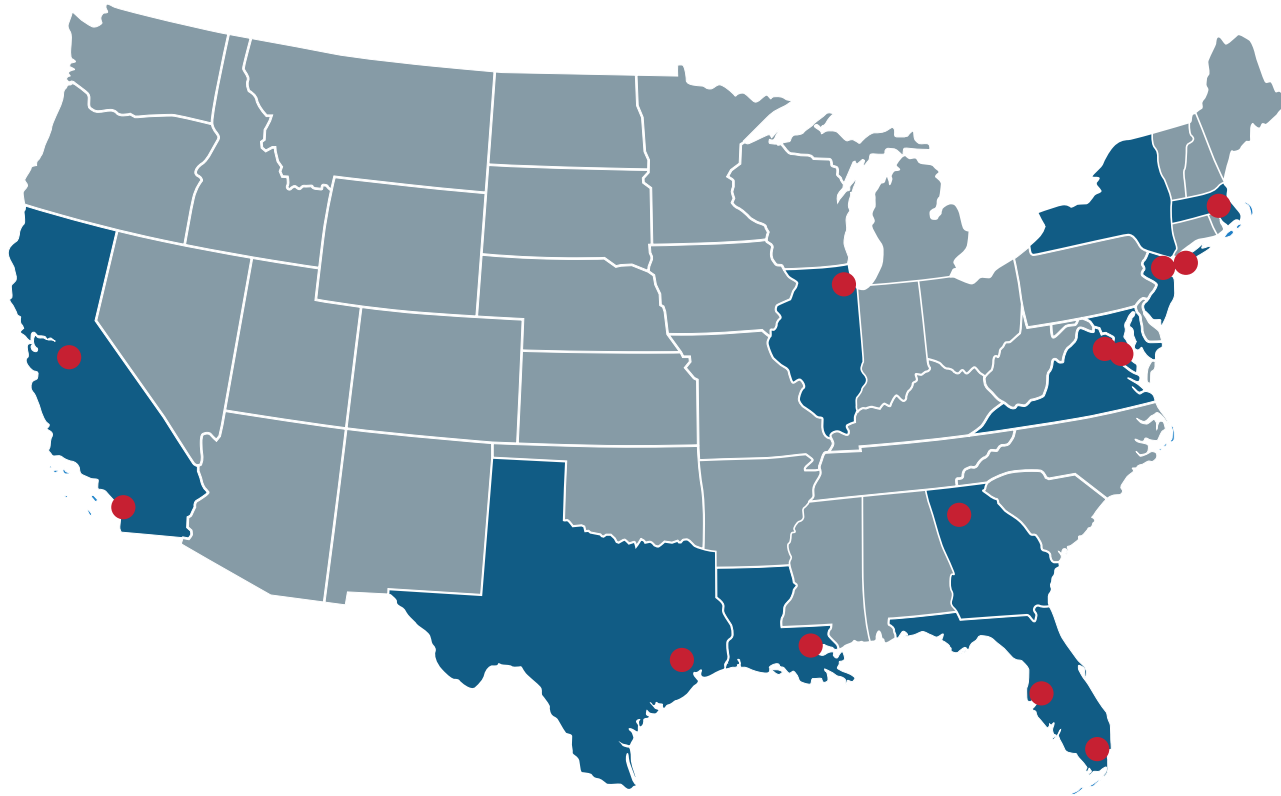


- Interview asylum seekers in a non-adversarial and sensitive manner
- Conduct legal analysis and make determinations on asylum and related applications
- Research evolving global conditions and political climates
- Innovate and build new tools using data science and the latest technology
- Provide excellent customer service
- Foster an inclusive and supportive work experience for our employees



Where We Work

We have offices nationwide, and we are expanding.



Current operations and job opportunities exist in:

- Arlington, Virginia
- Atlanta, Georgia
- Bethpage, New York
- Boston, Massachusetts
- Camp Springs, Maryland
- Chicago, Illinois
- Houston, Texas
- Miami, Florida
- Newark, New Jersey
- New Orleans, Louisiana
- San Francisco, California
- Tampa, Florida
- Tustin, California

Many employees have opportunities to travel within the country to interview applicants and process cases at satellite locations and immigration detention centers. Many positions also offer opportunities for telework.



A Life-Changing Career

Use your talents to impact the lives of others and experience a life-changing career in the Asylum Division.

When you join our team, you will:

- Be part of a diverse workforce dedicated to our mission of protecting vulnerable individuals from persecution
- Interact with the public and other government agencies
- Safeguard the U.S. immigration system
- Enhance your understanding of global politics, culture, and history

Skill Development

- Develop essential skills such as writing, research, communication, and analytical abilities
- Participant in professional development and training opportunities offered through our holistic well-being programming
- Experience, mindfulness and positive psychology-driven leadership and professional development, within our world-class training curriculum
- Have opportunities for promotion and growth within the Asylum Division, RAIO, USCIS, DHS, and other federal agencies



Workplace Experience

- Experience and contribute to employee-led innovation through our in-house, human-centered design lab and innovation incubator for technology
- Access competitive federal benefits packages including paid parental leave, a wide variety of health insurance plans, life insurance, retirement benefits, long-term care programs, employee assistance programs, flexible spending accounts, and much more
- Enjoy workplace flexibilities such as alternative work schedules and telework, depending on your position duties
- Learn more about the benefits of working for USCIS at uscis.gov/about-us/careers/benefits

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About Us



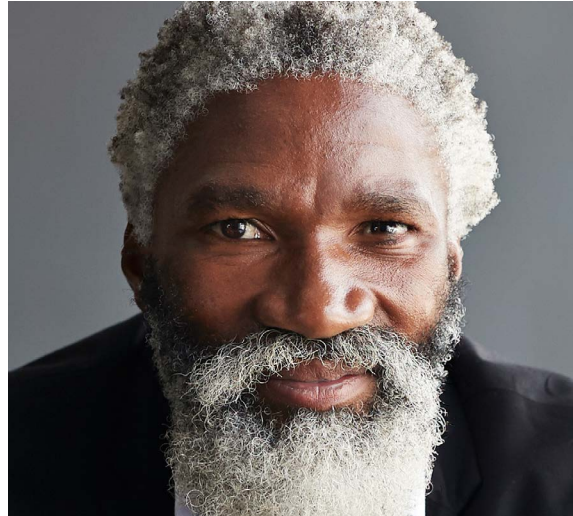
Who We Are



Graduates

From high school to advanced degrees in a range of fields:

- Law
- Public Policy
- Political Science
- International Relations
- Social Work
- Journalism
- History
- And many more



Federal Volunteers & Scholars

- Peace Corps Volunteers
- AmeriCorps VISTA Volunteers
- Presidential Management Fellows
- National Security Education Program (NSEP) award recipients including Boren Scholars and Fellows



Veterans

From every branch of our armed forces

Individuals with Disabilities

Naturalized U.S. Citizens

Including former asylees & refugees

Civil Servants

Former employees of almost every federal agency including:

- Department of Homeland Security
- Department of Justice
- Department of State

[Learn more about special hiring programs](#)

Our Values

Champion People

In service to the Public - People are at the heart of our mission - from USCIS employees to the people we serve. We value our employees and empower them to bring their best selves to USCIS, in service to the public and the USCIS mission. When people of all backgrounds are valued, heard, and respected in an inclusive manner, the nation reaps the reward.

Uphold Integrity

Honor of Character and Action - Integrity is the foundation for trust and strengthens the American public's confidence in the immigration system. USCIS maintains the highest professional standards in the decisions we make, the processes we create, and the relationships we build. We achieve excellence by vigilantly carrying out the USCIS mission.

Foster Collaboration

Moving Forward Together - Strong teams build strong organizations that deliver quality results. Creativity and innovation are cultivated when employees feel confident proposing new ideas, giving and receiving feedback, and collaborating with colleagues, stakeholders, and the communities we serve. The success of our mission is tied to the quality of our partnerships and teamwork.

Advanced Opportunity

The Future Depends on What We Do Today - At USCIS, we believe that every task we face is an opportunity to promote career development, inclusivity, and equity. We are committed to growing the talents of our employees to serve our mission, our nation, and those who seek to reunify with their families, contribute their talents, seek refuge, or become our newest U.S. citizens.

03

Be Part of the Mission

Roles within the Asylum Division



Career Opportunities

Individuals at USCIS are at all levels of their career, from entry level to senior executive positions. There are many opportunities to build a dynamic career with opportunities for growth.

Most federal positions are on the general schedule (GS) pay scale with grades from GS-01 to GS-15. Learn more about GS and other federal pay systems on [OPM's salaries and wages page](#).

The **Asylum Division** has many positions, including:

CIS Assistant

Job Series: 1802

Grades: 5/6/7

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Legal Administrative Specialist

Job Series: 0901

Grades: 5/7/9

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Mission Support Specialist

Job Series: 0301

Grades: 7/9/11

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Asylum Officer

Job Series: 0930

Grades: 7/9/11/12; 13

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CIS Assistant

Job Series: 1802 | Grades: 5/6/7

(For salary information, visit [OPM's General Schedule Pay Tables](#))



Ideal CIS assistant candidates will have a passion for engaging with people and providing excellent customer service, the ability to anticipate and overcome administrative challenges, strong attention to detail, and organizational and communication skills.

CIS Assistants...

- Provide support throughout the asylum process by managing correspondence, establishing records files, providing customer support, processing documents, performing reviews on files, reports, and information systems or databases.
- Interact with our diverse customer base by serving as frontline support to applicants and attorneys and resolving administrative obstacles to prepare cases for adjudication.
- Perform appropriate record keeping and reporting tasks; prepare reports that cover essential statistical data.
- Research and respond to case-related inquiries from applicants and their representatives to understand their needs and provide applicants with high-quality customer service.
- Provide guidance and assistance to staff on computer systems and software that are used to collect, store, transfer, alter, and use office information to execute tasks.

Legal Administrative Specialist

Job Series: 0901 | Grades: 5/7/9

(For salary information, visit [OPM's General Schedule Pay Tables](#))



Ideal legal administrative specialist candidates have excellent analytic thinking skills, strong attention to detail, the ability to distill complex information and make informed decisions, and a steadfast commitment to administer and uphold laws and regulations.

Legal Administrative Specialists...

- Verify applicants' identity, conduct security checks, and gather background information related to national security.
- Assist asylum officers in the decision-making process by compiling and organizing files and ensuring relevant concerns are identified.
- Analyze case information and create reports to help improve screening of asylum cases.
- Review case decision documentation ensuring completeness, accuracy, and compliance with all applicable laws, regulations, and procedures.
- Make determinations on cases that do not require interviews.
- Engage with applicants and attorneys to schedule cases, resolve issues, and deliver the case decision, ensuring applicants understand the next step of the process.

Mission Support Specialist

Job Series: 0301 | Grades: 7/9/11

(For salary information, visit [OPM's General Schedule Pay Tables](#))



Ideal mission support specialist candidates have a passion for excellent customer service, strong attention to detail, an interest in how internal systems and processes work, robust interpersonal skills, the ability to interpret and act on policy and regulations, and an interest in learning new software systems and technology.

Mission Support Specialists...

- Provide human resources support to supervisors and managers, including recruiting and hiring actions and processing new employees entering on duty.
- Provide guidance to employees about benefits, performance management tools and procedures, and time and attendance policies.
- Ensure Asylum Division staff have the resources and equipment they need to carry out our mission by managing property, coordinating facility management, and purchasing goods and services on behalf of the organization.
- Coordinate and monitor financial activities, including creating budget requests and projects and managing procurement and contracting activities.
- Gather, organize, and perform analysis of data from a variety of sources to identify trends and patterns.

Asylum Officer

Job Series: 0930 | Grades: 7/9/11/12; 13

(For salary information, visit [OPM's General Schedule Pay Tables](#))



Ideal asylum officer candidates have strong verbal and written communication skills and the ability to work with diverse populations, robust critical thinking and analytical skills; a desire to work on challenging humanitarian issues; and a steadfast commitment to administer and uphold laws and regulations.

Asylum Officers...

- Conduct interviews with asylum applicants in a non-adversarial and sensitive manner to elicit and clarify information related to their application for immigration benefits.
- Identify indicators of fraud and human trafficking and detect potential threats to national security.
- Review evidence, research conditions in foreign countries, perform legal analysis, and exercise significant judgment in applying complex immigration laws to a wide variety of factual situations.
- Make sensitive legal decisions on whether applicants qualify for asylum.
- Draft written assessments outlining the legal analysis and benefit determination of the applicant's case.

04

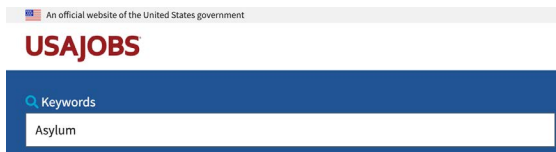
Join the Team

Applying for a Job at USCIS



Applying for a Job at USCIS

1. Research open USCIS job opportunities on usajobs.gov
 - Create a USAJOBS account and sign in
 - Use “Keywords,” “Location,” and advance search features and filters to find suitable job openings



2. Find a job opportunity that you are interested in and click on the specific job opportunity announcement. Review the complete job opportunity announcement for requirements and other details about the position.

ASYLUM OFFICER

Citizenship and Immigration Services

Department of Homeland Security

Anywhere in the U.S. (remote job)

Asylum Division

3. Click apply to begin the application process. Please note USCIS will only review the first five pages of your resume to determine your initial eligibility and qualifications for a position.



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U.S. Citizenship
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USAJOBS®

Asylum Division

Refugee, Asylum and International Operations (RAIO)

Email:

asymbstaffing@uscis.dhs.gov

hrocstaffinghelpdesk@uscis.dhs.gov

Website: uscis.gov/careers



uscis.gov/careers



USCIS Job
Opportunities
on USAJOBS



U.S. Citizenship
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Services

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