



Program Support Specialist
Job Description
April 2023

The Literacy Center (TLC), a nonprofit organization in Attleboro, MA, is seeking an enthusiastic and organized support professional to join our team. TLC provides educational literacy programs to adults from 57 countries, with classes ranging from English for Speakers of Other Languages; financial literacy; computer training; and tutoring.

The Program Support Specialist will be an integral part of our team, providing administrative support for all programs in partnership with other staff members. Situated at our front desk, the Program Support Specialist will be the welcoming face representing our organization to all who enter our doors. The ideal candidate is someone who loves working with people and is excited about an opportunity to provide high-quality support to a passionate team that is working to make the world a better place. This is a fantastic opportunity for a young professional looking to build a career in nonprofit administration, or a seasoned administrator looking to make a positive impact in our community.

The Program Support Specialist reports to the Executive Director. This position will work 28 hours per week, and will be compensated at the rate of \$20.00 per hour. Due to the nature of the position, this position must work in-office at The Literacy Center. Hours will be Monday – Thursday, 9am-3pm; some atypical hours in the evenings and on weekends may be required to conduct student orientations, attend Committee meetings, and to assist with TLC special events.

There is an opportunity for a qualified individual to make this a full-time position by adding 8 hours of classroom teaching to this role. Candidate must have formal teaching experience to pursue this option.

Typical Duties:

Academic Programs Support (30%)

- Maintain agency records with the highest degree of organization and attention to detail;
- Support teaching staff by collecting and organizing digital Lesson Plans and attendance sheets;
- Keep attendance records accurate by conducting regular back ups of attendance records onto the server;
- Collect and analyze data in Excel on organizational benchmarks and student outcomes;
- Manage TLC’s texting platform including adding/removing students from the platform as needed;
- Oversee TLC’s Take Tech Home program including monitoring devices and clearing device history after use;
- Attend weekly staff meetings and periodic program meetings.

Fund Development Support (30%)

- Assist the Executive Director in drafting grant requests and letters to donors;
- Maintain accurate records of donations to the organization in the DonorPerfect database;
- Send timely thank you letters to all donors and grant funders;
- Prepare and send grant reports to funders on an annual basis;
- Create professional impact reports utilizing data from TLC databases for use on grants and outcomes reporting;
- Maintain the grant calendar and assist Executive Director in timely submission of documents to funders;
- Assist in the recruitment of new volunteers via online marketing, social media, and e-blast creation.
- Assist in planning special events including the Evening of Recognition, International Tasting, annual Storytelling Event, and volunteer appreciation events.

Volunteer Management (10%)

- Assist the Volunteer Coordinator with administering volunteer trainings and workshops;
- Respond in a timely manner to requests for information about volunteering with TLC;
- Update and maintain tutor program database under the supervision of the Volunteer Coordinator;
- Log volunteer hours and contact tutors when hours are due;

Office Administration (30%)

- Maintain a tidy and welcoming environment at the front desk, including answering the door and phones;
- Set up meeting rooms and classrooms for events, meetings, and workshops, as needed;
- Check messages on general TLC phone lines and respond to messages in a timely manner;
- Manage organization's inventory needs; order supplies and provide invoices and receipts;
- Participate in the general organization, cleaning, and upkeep of the building with other staff.

Minimum Qualifications Required:

- Experience working with people from diverse backgrounds and the highest respect for people from other cultures, countries, religions, and regions;
- Exceptionally strong English writing skills;
- High level of organization and attention to detail;
- Highly proficient in use of Excel, Word, Powerpoint and a willingness to learn additional software;
- Associate's Degree or an equivalent combination of experience and education;
- Bilingual or multilingual a plus.

Salary: \$20.00/hour.

Benefits: Join an enthusiastic, fun team of professionals who are working hard to make the world a better place. Additional benefits include: Generous paid time off, Paid Family and Medical Leave, paid Professional Development time, variable Retirement Savings matching, and a monthly Healthcare Stipend (for employees working 35+ hours per week). *Please note that The Literacy Center does not provide a health insurance plan at this time.*

To Apply: Please send your resume and a cover letter explaining why you would like to join the TLC team in this role, to Amanda Blount, Executive Director: ablount@theliteracycenter.com Please note that candidates who do not include a cover letter will not be considered.