



Program Support Specialist

Job Description

May 2022

The Literacy Center (TLC), a nonprofit organization in Attleboro, MA, is seeking an enthusiastic, experienced administrative support professional to join our growing 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 Support Specialist will be an integral part of our team by providing administrative oversight and support of all programs in partnership with other staff members. The Support Specialist reports to the Executive Director. This position is part time, 25-30 hours per week on average, and will be compensated at the rate of \$20.00 per hour. The position is hybrid, with half time spent in-office and half time spent remote, at the discretion of the Executive Director.

Typical Hours: Monday – Thursday, 9am-4pm; some atypical hours in the evenings and on weekends may be required to conduct student orientations and to assist with TLC special events.

Academic Programs Support (50%)

- 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 entering attendance records for all classes into the student databases;
- Collect and analyze data in Excel on organizational benchmarks and student outcomes;
- Create professional impact reports utilizing data from TLC databases for use on grants and outcomes reporting;
- Monitor testing schedule and advise Education Counselor when students are due for testing;
- 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 (25%)

- 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;
- Maintain the grant calendar and assist Executive Director in timely submission of grants and reports;
- Assist in planning special events including the Evening of Recognition, International Tasting, annual Storytelling Event, and volunteer appreciation events.

Volunteer Management (20%)

- Assist the Student and Volunteer Services 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 Service Coordinator;
- Log volunteer hours and contact tutors when hours are due;
- Assist in the recruitment of new volunteers via online marketing, social media, and e-blast creation.

General Administration (10%)

- 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;
- 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;
- 3 years minimum professional experience in an administrative role, preferably in social services or 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: Paid time off, Paid Family Leave, Professional Development Support, variable Retirement Savings matching. All TLC employees also have access to the Attleboro YMCA's Downtown branch for fitness classes and use of their gym and pool.

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.