

Kenosha Literacy Council
Job Description
Program Assistant

Position Description: This position supports the Literacy Council's mission by assisting the Program Coordinator with implementation of adult learner services, volunteer support and related activities within established guidelines and standards.

Position Summary: This is an hourly, part-time position. Position requires some evening and weekend hours. Valid driver's license, reliable transportation, and proof of insurance is also required. Position reports to Program Coordinator.

Primary Job Responsibilities

1. Assist the Program Coordinator with implementation of daily programming including tutoring and classes.
2. Communicate with adult learners, volunteers, and visitors both in-person and on the telephone providing good customer service. Schedule student appointments as necessary. Provide students and volunteers with important program information.
3. Enter data and maintain a variety of adult learner & volunteer records and files in both manual and electronic formats for the purpose of documenting activities.
4. Serve as a mentor for volunteer tutors and assist with volunteer training as needed.
5. Promote KLC programs in the community as requested.
6. Take part in approved professional development training.
7. Attend KLC meetings and agency functions.
8. Perform other related tasks as assigned by the Program Coordinator.

Experience and Educational Preferred Requirements

- Associate's degree and experience in teaching or counseling; Bachelor's degree preferred.
- Experience accommodating diverse backgrounds and special needs of adult learners.
- Experience with data entry.
- Valid driver's license.

Knowledge, Skills and Abilities

- Commitment to and understanding of the mission of the KLC.
- Maintain confidentiality.
- General computer knowledge and proficiency required.
- Effective planning, organizational, communication, and interpersonal skills.
- Ability to implement standard office procedures including the use of basic math and record keeping and filing systems

Working Conditions

- Keyboarding, writing, filing, sorting, shelving and processing.
- Lifting and carrying: up to 50 pounds or less.
- Sitting, standing, walking, climbing and stooping.