



**MIDLAND NEED TO READ**  
ADULT LITERACY PROGRAM

**About us** - Midland Need to Read was organized in 1984 with a one-year grant from the Texas Education Agency. Since 1985, we have been an independent organization funded by grants, donations, and the fundraising efforts of our Board of Directors. Following a capital campaign in 2000, we moved to our own facility, the "Literacy House," at 1709 West Wall Street.

The mission of Midland Need to Read (MN2R) is *to develop the literacy skills of adults so they can achieve their goals, improve their lives, and impact our community*. By offering four distinct services that address English Language Learning (ELL), Adult Education & Literacy (AEL), Digital Literacy (DL), and High School Equivalency Readiness (HSEr), MN2R is extending hope to adults who feel that limited literacy has ended their opportunities for success.

**JOB DESCRIPTION**

**Title: Program Coordinator of Volunteers & Student Partnerships**

**Reports to: Executive Director**

**FLSA Status: Full-time , Exempt**

**Summary** – The Program Director of Midland Need to Read visualize, create and facilitate the delivery of program services (one-to-one tutoring, small group tutoring, small class instruction, &/or staff-monitored educational software usage) in a professional, courteous, and ethical manner by performing the following duties.

**Essential Duties and Responsibilities**

- Self-evaluate program need for new tutors, instructors, and general volunteers and recruit prospects accordingly.
- Promote available opportunities with both existing and prospective tutors, instructors, and general volunteers.
- Respond to all inquiries within two business days.
- Schedule and conduct necessary appointments and trainings for tutors, instructors, and general volunteers in a timely manner.
- Maintain a list of opportunities for general volunteers and manage accordingly.
- Provide initial and ongoing training for tutors, instructors and volunteers (general and content specific).
- Maintain tutor and instructor supplies inventory. Conduct periodic inventory checks to verify supplies.
- Research, evaluate, and maintain knowledge of available (and potential) tutor/instructor resources.
- Distribute and record outgoing tutor/instructor resources, utilizing SUMAC.
- Notify Executive Director promptly when tutor/instructor resources and/or materials need to be purchased.

- Place tutors/instructors volunteers appropriately based on experience, preference, and availability (one-to-one tutoring, group tutoring, and/or small class instruction).
- Collect and record data from tutors, instructors, and general volunteers (enrollment information, hours, etc.) with minimal error, utilizing program database (SUMAC) on a daily basis.
- Record all communications with tutors, instructors, and general volunteers utilizing SUMAC on a daily basis.
- Keep tutors, instructors, and general volunteers informed of the program schedule and other changes (office closures, instructor absences, etc.), as appropriate.
- Assist tutors/instructors with physical and digital resources. Respond promptly to requests for different or supplemental resources.
- Maintain regular, scheduled contact with tutors, instructors, and general volunteers to provide encouragement and training, as needed.
- Create program-related documents for tutors, instructors, and general volunteers, including all internal forms.
- Create, maintain, and retain physical tutors, instructors, and general volunteer files, adhering to established procedures.
- Organize periodic luncheons, in-service opportunities, and other appreciation gestures for tutors/instructors.
- Request surveys, progress reports, etc. from tutors and instructors on a regular, scheduled basis (onsite and offsite). If responses require attention, act accordingly.
- Maintain volunteer waiting list and make periodic contact to provide service to all interested tutors, instructors, and general volunteers.
- Conduct weekly Volunteer Outreach activities to actively recruit new volunteers.
- Encourage and promote computer lab usage by tutors and instructors, to include available educational software programs.
- Share the comprehensive lab manual that covers all available educational software with tutors/instructors.
- Regularly provide Executive Director with updates and statistical data regarding tutors, instructors, and general volunteers.
- Maintain conference room/classroom, including the Mondopad interactive whiteboard and general stock of supplies for class readiness.
- Initiate and manage collaborations with external partners- churches, local business's etc.

#### **Shared Duties and Responsibilities – Program Department**

- Open the office at 8:00 a.m. and close the office at 5:30 p.m., Monday through Thursday. May coordinate with other staff members to maintain full office coverage during operating hours.
- Must be present during the core office hours (8:00 a.m. to 5:30 p.m.), unless approved by the Executive Director in advance. Some flexibility in hours is allowed in order to respond to program needs.
- Record all communications with students utilizing SUMAC.
- Ensure all open records SUMAC are correct and updated. The physical files should reflect all changes.
- Match students with appropriate tutors/instructors and classes.
- Coordinate to provide best service(s) for students and tutors/instructors - one-to-one tutoring, small group tutoring, small class instruction, &/or staff-monitored educational software usage.
- Utilize Remind, SUMAC, and other agency resources within established procedures.
- Cooperatively address the needs of the program department, students, tutors, instructors, and general volunteers, as needed.
- Create and prepare class schedule each session according to needs of students and instructor availability (contacting new and existing instructors for timing within the schedule).
- Act as substitute for class instructors, when necessary.

- Plan events to celebrate and recognize students, tutors, instructors, and general volunteers.
- Provide, monitor, report back for various community agencies.
- Update the internal office calendar.

### **Shared Duties and Responsibilities – All Staff**

- Receive all office visitors in a positive and pleasant manner. Notify appropriate staff member of visitor's presence and direct visitor to the waiting area.
- Answer incoming phone calls in a professional and courteous manner and route calls to the proper party. Take clear messages if party is unavailable or utilize voice mail system.
- Maintain office calendar, including recording and managing independently scheduled appointments and personal availability.
- Respond promptly to contact attempts and schedule appointments in a timely manner.
- Assist with preparations for and attend special events and fundraisers.
- Assist with agency mail outs.
- Assist with special projects, as needed.
- Assist with general office maintenance, as requested.
- Attend and participate in staff meetings and Board of Director's meetings, upon request.
- Research and stay abreast of current trends and changes in the fields of literacy and adult education, including attending seminars and maintaining relationships with other professionals in the field.
- Attend professional development training, when requested.
- Complete any other required paperwork in a timely manner, including timesheets.
- Utilize timeclock to track hours worked.
- Maintain confidentiality of students, instructors/tutors, donors, volunteers and employees.

### **Preferred Qualifications**

- Commitment to the vision and mission of Midland Need to Read.
- Outstanding customer service ability.
- Ability to work with people from diverse backgrounds.
- Excellent written and oral communication skills.
- Attention to detail and accuracy.
- Ability to function independently, within established guideline and policies.
- Planning, organizational, and time management skills.
- A bachelor's degree in education, business administration, public administration, or social services- or equivalent combination of education and experience.
- Proficient in Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook.
- Experience with databases preferred, but not required.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear, use hands to finger, handle or feel; and reach with hands and arms. This is largely a sedentary role; however, teaching class and filing is necessary. This would require the ability to stand, bend, lift files, and open filing cabinets as necessary. While performing the duties of this job, the individual is also required to view computer screens for extensive periods of time (4-8 hours/day). This position requires the ability to occasionally lift office products and supplies up to 20 pounds.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. Duties will be performed in a nonsmoking environment with moderate noise levels.

**The above statements are intended to describe the general nature and level of work being performed by an individual assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, or required skills. Contents may be subject to change to meet the needs of the organization.**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Executive Director Signature**

\_\_\_\_\_  
**Date**