

**Nationalities Service Center – Job Announcement**

**Academic Program Coordinator**

Nationalities Service Center (NSC) is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

**Position Overview**

The Academic Program Coordinator will provide programmatic, administrative and operational support for the Education program within NSC’s Department of Language Access and Proficiency. This position will develop and/or refine business processes which advance access to English and citizenship classes for non-native English speakers in the greater Philadelphia area. The Coordinator will also manage student and volunteer registration and maintain and update database records. In addition, the Coordinator will also provide ongoing support to volunteer teachers and students, and promote NSC’s educational services to the community as necessary. This position will report directly to the Academic Program Administrator and participate in department activities as necessary.

**Essential Functions**

1. Analyze current processes and identify opportunities for improved efficiencies and resource management;
2. Create documentation and processes materials in consultation with Academic Program Administrator;
3. Implement improvement initiatives on processes deemed of highest value;
4. Maintain and develop marketing processes using social media, website and other mediums in order to reach both potential students and teachers;
5. Manage student and volunteer registration, and maintain and update database records;
6. Implement electronic registration and payment system;
7. Provide administrative assistance for evening classes, including addressing logistic concerns of teachers and students;
8. Organize logistics for classes, teacher trainings, orientations and workshops;
9. Work with the Academic Program Administrator to maintain and build community partnerships;

**Non-Essential Functions**

1. Adhere to NSC’s confidentiality guidelines and ensure the appropriate handling of sensitive information.
2. Attend relevant staff meetings to promote communication and execution of goals.
3. Complete special projects specific to the function of the Department of Language Access and Proficiency or as needed for NSC, as directed by the Academic Program Administrator.

**Knowledge, Skills, and Abilities**

1. Understanding of NSC’s Department of Language Access and Proficiency goals and objectives and ability to work and contribute as part of a larger team.
2. Knowledge of issues affecting members of the immigrant community and ability to advocate for them.
3. Ability to manage multiple tasks by carefully setting priorities, meeting deadlines, and scheduling time efficiently with a strong attention to detail.
4. Basic understanding of computer operations and use of a variety of common software programs including the Microsoft Office suite.

**Experience, Education and Licensure**

**Minimum Education:** BA/BS degree from an accredited college or university with a concentration in a related field of study or related experience in program management or language education.

**Level of Language Proficiency:** Multilingual skills preferred, especially Spanish, French, Arabic, or Mandarin ability.

**Compensation**

The position is full-time exempt, and includes health and dental benefits and a 403(b) match plan.

**How to Apply**

For consideration, please send your cover letter and resume to jobs@nscphila.org. Application deadline is **02/28/19.** NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.