

## **Nationalities Service Center – Job Announcement**

### **Operations Coordinator – Education**

#### **Position Overview**

The Operations Coordinator will provide 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 Operations Coordinator will also manage student and volunteer registration and maintain and update database records. In addition, the Operations 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 Director of Language Access & Proficiency and participate in department activities as necessary.

#### **Essential Functions**

1. Maintenance and ongoing development of marketing process using social media, website and other mediums in order to reach both potential students and teachers.
2. Management of invoicing, risk management, monitoring the budget, ordering of supplies, scheduling of space and teacher availability.
3. Maintain database records of students and volunteers.
4. Implementation of electronic registration and payment system.
5. Organization of logistics for classes, teacher trainings, orientations and workshops.
6. Provide administrative assistance for evening classes, including addressing logistic concerns of teachers and students.
7. Work with the Academic Program Administrator to maintain and build community partnerships.

#### **Additional Duties**

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 Director of LA&P.

#### **Knowledge, Skills, and Abilities**

- A. 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.
- B. Knowledge of issues affecting members of the immigrant community and ability to advocate for them.
- C. Ability to manage multiple tasks by carefully setting priorities, meeting deadlines, and scheduling time efficiently with a strong attention to detail.
- D. Basic understanding of computer operations and use of a variety of common software programs including the Microsoft Office suite.

**Experience and Education**

BA/BS degree for an accredited college or university in a business related field or related experience in management of multilevel business operation.

**Compensation**

The position is part-time at 20 hours per week

**How to Apply**

Applications will be accepted until position is filled. Please email detailed letter of interest and résumé to [jobs@nscphila.org](mailto:jobs@nscphila.org). Please no phone calls.

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.