



Position: Learning Support Coordinator

Date: October 28, 2024

Reports to: Director of Operations

FLSA: Hourly

Hours: 30 hours/week (9:00am – 12:00pm and 4:30-7:30pm)

Job Summary

The learning support coordinator (LSC) oversees The Literacy Alliance’s learning lab. The LSC provides technical support, tutors students, and keeps track of student participation and progress.

A successful candidate will be comfortable working both independently and collaboratively within a small, close-knit team and thrive in a fast-paced environment. The learning support coordinator must be able to communicate effectively with co-workers, adult learners, and stakeholders and must be passionate about helping adults succeed through instruction.

Essential Duties and Responsibilities

To perform this job successfully, the learning support coordinator must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Day-to-day duties will include serving individuals from diverse cultures.

Learning Lab Management

- Be present during learning lab hours
- Monitor and secure learning lab supplies and materials
- Set up and tear down learning lab equipment and furnishings as necessary
- Communicate with TLA instructors and volunteer tutors regarding student learning plans
- Communicate any issues to the director of operations

Student Interaction and Engagement

- Provide technical support for students
- Help students establish and achieve goals
- Tutor students as needed
- Supervise student attendance tracking
- Communicate with students regarding instruction, attendance, and behavior
- Collect data and prepare reports as required by the supervisor
- Input student data into relevant data bases

Community Engagement

- Attend relevant community events
- Advocate for the organization’s mission

Professional Development

- Attend professional development meetings, conferences, and in-service training
- Support the TLA board and staff via participation in ancillary tasks, projects, and other duties as assigned

Organizational Duties and Expectations

- Demonstrate a commitment to the mission of The Literacy Alliance and uphold organizational goals and values. Work ethically and with integrity.
- Look for ways to improve and promote quality by keeping abreast of local and national news related to literacy and participating in board committees, task forces, and events.
- Follow instructions, policies, and procedures. Attend staff meetings and meetings with immediate supervisor.

Requirements

- Bachelor's degree from a four-year college or university; or
- At least 1-2 years of related experience and/or training
- Have dependable transportation

Other Skills and Abilities

- Ability to use a multifunction printer and other office hardware
- Ability to read, analyze, and interpret general procedures
- Ability to write reports, business correspondence, and procedures
- Ability to effectively present information and respond to questions from volunteers, students, staff, and the public
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Knowledge of Windows operating system and the ability to use database, Internet, and word processing software

Key Challenges

- Constant multi-tasking
- Dealing with distractions while entering detailed data
- Communicating with walk-ins who are angry and/or frustrated
- Communicating with students who speak different languages
- Staying current with agency program information

Physical Demands

- Regular requirements to sit, talk, and listen
- Frequent requirement to use hands to finger, handle, or feel
- Occasional requirement to lift and/or move up to 50 pounds
- Close vision required

Compensation and Office Environment

This position reports to the director of operations but collaborates with and supports all staff members. TLA's office is located in The Summit, 1005 West Rudisill Blvd, Suite 307. Free parking is available in a lot off the street. TLA has an outcome-focused, flexible work environment. Office space and equipment provided. Other benefits include the following:

- Competitive hourly wage: amount will be shared with qualified applicants when they are invited to interview
- Generous holiday schedule, paid vacation/sick days



- Group life insurance, dental insurance, vision insurance, accidental death and dismemberment insurance, long-term disability insurance
- Eligible for health care reimbursement
- Tech stipend
- Ability to contribute to an employer-sponsored 403(b) retirement plan

To apply, email the following items in a single PDF to **francine@literacyalliance.org**:

- Cover letter
- Resume

Answers to the following questions; please keep your responses to each question to 300 words or less.

1. What do you know about/what excites you about The Literacy Alliance's mission?
2. What experience or qualities do you feel make you a uniquely qualified match for this position?
3. Describe a time when you were responsible for multiple projects at once. How did you organize the tasks and make sure everything got done?
4. Describe a time when you saw a problem at work and created a solution for it.

As an equal opportunity employer, The Literacy Alliance encourages applications from all individuals regardless of age, gender, race, ethnicity, sexual orientation, marital status, or physical ability, and evaluates all candidates on a merit basis.

The Literacy Alliance (TLA) strives to end illiteracy by teaching students through learning centers, literacy programs, and tutoring services that empower individuals to succeed at work, at home, and in the community. Please visit literacyalliance.org to learn more about our organization.