



Family Education & Literacy Program Assistant

Make Way for Books (MWFB) is a nonprofit 501(c)(3) organization established to promote early literacy. Our mission is to give all children the chance to read and succeed. The Family Education & Literacy Program Assistant provides varied administrative support to help ensure the high-quality operation of FEL programs.

POSITION DESCRIPTION: FEL Program Assistant

REPORTS TO: Education Director

SUPERVISES: N/A

PAY GRADE: \$25,000 to \$29,000 per year

FLSA STATUS: Non-Exempt

CATEGORY: Staff – Regular - Benefits eligible (includes health, dental and vision insurance, paid time off, sick leave, and retirement contributions to a Simple IRA)

FULL TIME/PART TIME: Full-time, .75 FTE, 30 hours per week

POSITION SUMMARY

The FEL Program Assistant is responsible for performing administrative tasks to support the Family Education & Literacy programs (Story School, Story University, etc.). A successful candidate will personally and professionally exhibit the MWFB core values that can be found on our website at <http://makewayforbooks.org/our-core-values/>

RESPONSIBILITIES

- Assist with ongoing enrollment into Story School and Story University programs including primary responsibility for entering data in website application and into database, assigning families to cohorts, manage enrollment workflow and communications to family literacy specialists, and following up and calling families to achieve enrollment goals, etc.
- Assist with client management by answering parents' questions and fielding inquiries around Story School and Story University.
- Create flyers for Family Education & Literacy program activities.
- Organize and manage backpack process and distribution to children and families for Story School program.
- Assist with the collection and recording of documentation and metrics about the program into program database.
- Assist the Education Director with various operational and programmatic tasks with a high attention to detail, accountability, and excellence in execution.
- Assist with requests, outreach, and information sharing with community partner organizations around enrolling families in FEL programs.

Additional Duties:

- Perform other job-related tasks as identified and directed.

Education, Experience and Qualifications:

- Acts with integrity and excellence, embodies the Make Way for Books core values
- Honors diversity and interacts with families in a culturally and linguistically competent manner
- Possesses positive interpersonal skills
- Proficient computer skills including word processing, data entry, internet research, and other specialty platforms
- Reliable transportation
- Impeccable planning and organization skills

- Ability to work independently and as part of a team
- High School Degree or equivalent, bachelor degree preferred
- Excellent ability to converse in Spanish, bilingual English/Spanish a necessity
- Administrative project experience, experience coordinating and assigning tasks in a workflow
- Ability to be delegated tasks and act quickly to execute
- Proficient using all Microsoft Office Suite products
- Tech savvy, can work in digital, WIX-based website and CRM platform
- Excellent written and verbal communication skills, bilingual English/Spanish
- Shows initiative and motivation; ability to work independently under general direction and as part of a team
- Possesses positive interpersonal skills, works well in a collaborative environment.
- Attention to detail and ability to manage multiple projects concurrently.
- Knowledge of standard office policies and procedures.
- Ability to problem solve and make decisions.
- Experience in data collection/retrieval and reporting a plus.

Physical Demands/Working Conditions:

- Will be required to work extended periods of time in front of a computer screen.
- Must be able to lift 40 pounds.
- Once in-person work resumes, must be physically present in the office according to staff guidelines and transportation to and from the office is the responsibility of the employee.

THE INTENT OF THIS POSITION DESCRIPTION IS TO PROVIDE A REPRESENTATIVE SUMMARY OF THE ESSENTIAL DUTIES TO BE PERFORMED BY THE PERSON IN THIS POSITION. THIS POSITION MAY BE REQUIRED TO PERFORM OTHER JOB-RELATED TASKS OTHER THAN THOSE SPECIFICALLY PRESENTED IN THIS DESCRIPTION.

Make Way for Books does not and shall not discriminate on the basis of race, color, ethnicity, religion (creed), gender, gender expression, gender identity, age, national origin (ancestry), citizenship, economic circumstances, disability, marital status, familial status, sexual orientation, veteran status, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of programs and services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors. All MWFB staff members are expected to join with and uphold this commitment.

PRE-EMPLOYMENT SCREENINGS

Make Way for Books conducts pre-employment screenings for all positions, which may include a criminal background check, verification of academic credentials, licenses, certifications, and work history. In addition, a check of names and identification documents is conducted on all new employees to ensure they are legally authorized to work in the United States. Make Way for Books is an EEO/AA – M/W/D/V Employer.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly spends long hours sitting and using office equipment and computers. The employee frequently is required to walk; climb or balance; stoop, kneel, or crouch; and talk and hear. During special events the employee may be required to spend hours on their feet. The ability to use fingers of one or both hands to grasp, manipulate, control or feel objects. Must be able to lift boxes of books and on occasion drive the Book Bus.

TO APPLY: Please e-mail a resume and contact information for three references to ally@makewayforbooks.org