



# Progreso Literacy and Citizenship Center, Program Assistant

## POSITION OVERVIEW

The Program Assistant provides general administrative support and program support to the Adult Literacy and Citizenship Program.

The Progreso Literacy & Citizenship Center seeks to increase the English-speaking skills of area residents. United Community accomplishes this by providing English as a Second Language (ESL) classes to the non-English speaking population and by providing a path to U.S. citizenship through classes in cooperation with the U.S. Department of Citizenship and Immigration Services. Progreso also provides legal counseling and legal services to clients seeking assistance with immigration cases.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Managing the reception area including greeting and signing in clients and visitors.
- Answering the telephone and responding to service inquiries.
- Assisting in preparing program forms and documents.
- Compiling records, maintaining and preparing reports.
- Implementing referrals according to client needs as determined by program guidelines.
- Ordering, storing and keeping records of office supplies.
- Assisting the Executive Director with managing the volunteer teaching staff.
- Preparing teaching materials for all programs as needed.
- Assisting with registering and screening intakes for all Progreso programs.
- Assist with all agency special events, trainings, and workshops
- Assist teachers in the classrooms as needed.

## PREFERRED EDUCATION, EXPERIENCE AND QUALIFICATIONS

- Fluency in English and Spanish.
- Good writing and computer skills.
- Strong interpersonal skills, patience and empathy.
- Ability to work in a small, multitasking office environment.
- Commitment to working with the immigrant community.
- Excellent clerical organizational skills.
- A willingness to learn.

## TRAVEL

Travel to and from satellite United Community locations and meeting sites with a 3–5-mile radius is expected. Mileage reimbursement may be provided.



#### **EEO STATEMENT**

United Community provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

#### **OTHER DUTIES**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

With gratitude,

A handwritten signature in blue ink that reads "Alison Deconcey".

President and CEO