



Program Support Specialist Job Description

Overview

Support programming, coordinate data entry, facilitate reporting and maintain office services. Working closely with program staff and reporting to the Executive Director, this part-time (15 hours/week) position requires strong communication and interpersonal skills. Primary location will be the Sebastian office with some travel between office locations.

Responsibilities

Schedule and conduct student orientations and create student ID cards

Support students, volunteers and staff with online instructional software and resources

Enter program data, including intakes, matches and monthly reports with volunteer assistance; pull reports as needed

Coordinate regular reviews and updates between the database and organization files, including quarterly maintenance of the student wait list

Conduct monthly phone calls to generate missing data

Collaborate with staff to update data and provide reporting templates

Support development of mailing lists, completion of monthly board reports and recognizing volunteer birthdays

Answer phones and relay messages; Monitor organization email and forward messages to appropriate staff

Assist tutors, students and prospective students coming into the office

Communicate with all staff to meet goals

Attend community events as needed

Other duties as assigned

Requirements

- High school diploma
- Superb written, verbal and computer skills; Spanish speaker required
- Strong attention to detail and organizational abilities
- Experience using a database and/or Google drive
- Proven ability to manage multiple priorities and work without supervision

Hourly Rate: \$15-20 based on experience

Email resume to: director@literacyservicesirc.org

Call 772.778.223 for more information