



Adult Literacy Hotline Coordinator

Literacy Minnesota is seeking an individual for a part-time, benefits-eligible **Adult Literacy Hotline Coordinator** position. This position is 20 hours per week (or 0.5 FTE) with preferred core hours of Tuesday-Friday 8:30 a.m. – 12:30 p.m., with the remaining work hours determined by program needs.

Organizational Background: Literacy Minnesota is a nonprofit organization dedicated to improving literacy throughout our state. Our team provides direct services and strengthens literacy programs in Minnesota and beyond by providing training, national service resources and technical assistance to other organizations.

Position Overview: The **Adult Literacy Hotline Coordinator** ensures that each person who contacts the Adult Literacy Hotline receives accurate and appropriate referrals to Adult Basic Education (ABE) programs in their area, as well as to promote the Hotline through outreach events and provide Hotline related data upon request.

This position reports to the Literacy Services Director. Work environment consists of a typical office environment. Time spent on the computer is approximately 75%.

Specific responsibilities of the Adult Literacy Hotline Coordinator include, but are not limited to:

Hotline coordination, calls and data tracking - 55%

- Answer incoming phone/email/text requests for referrals to ABE (GED prep/high school equivalency, job training, citizenship, and technology classes) & ESL (English-as-a-Second- Language) programs, return messages.
- Track calls/texts/emails electronically; conduct caller surveys and record results.
- Train staff members on using phone interpreter service. Work with staff to ensure that this service is meeting hotline needs.
- Collaborate with SiD (Student Information Database) program staff to improve accuracy of Hotline information by facilitating program update sessions at webinars 1-2 times a year, send quarterly reminders to programs and conducting an annual update process.
- Work collaboratively with other Hotline staff to develop hotline schedule and on other projects.
- Develop and order new outreach materials as needed.
- Train backup operators.
- Complete quarterly reports (including reports for the Supplemental Services grant and Quarterly Hotline reports)

Hotline Outreach- 20%

- Conduct hotline outreach for fairs (such as transition fairs at correctional facilities), flyers, mailings, site visits, media and outreach materials.
- Work collaboratively with staff for hotline training, scheduling and other projects.
- Promote hotline at annual ABE Summer Institute conference (August each year in St. Cloud, MN).

Training Registrations and Volunteer Communication - 20%

- Facilitate New Volunteer Information Sessions regularly and follow up with participants.
- Send one-month follow-up postcards after trainings.
- Perform volunteer support operations, including answering volunteer inquiry calls and emails, registering volunteers for trainings, entering volunteer information into the database, coordinating mailings, and sending volunteer check-in emails.
- Implement communications plan for volunteer outreach. This includes updating web postings, creating and sending PSAs (public service announcements) and press releases to local newspapers, and conceptualizing and ordering new outreach materials.
- Update and manage records in contact database.
- Support Volunteer Outreach Coordinator in developing, implementing and following up with projects related to the needs of Volunteer Literacy programs (surveys, follow-up calls, referrals, etc.).



Other - 5%

- Attend meetings and events, including monthly staff meetings and bi-weekly Volunteer/Hotline meetings.
- Provide backup on Operations Coordinator's tasks when needed: sort mail, log checks, check main line voicemails/emails and forward to appropriate staff.

Qualifications for this position include:

Required:

- High school diploma/GED or Associate's degree.
- Minimum six months professional experience in an office setting or related experience.
- Fluency in English and Spanish.
- Ability to relate effectively with people of other cultures and varying educational backgrounds.
- Strong computer skills with prior experience in database management software preferred. Familiarity with Salesforce a plus.
- Excellent problem-solving, communication skills, attention to detail and strong organizational abilities.

Preferred:

- Interest in and commitment to ABE/ESL.
- Ability to handle confidential information.
- Ability to multitask, prioritize, meet deadlines, work independently and as part of team.
- Ability to collaborate effectively with a variety of internal and external stakeholders.
- Valid driver's license and regular access to a vehicle (mileage reimbursement available). Vehicle required for travel to outreach fairs and events that are not easily accessible by public transportation.

Compensation: starting pay rate between \$19.77 – \$21.97 per hour (commensurate with experience), plus a generous benefits package including health, dental, disability and life insurances; 401(k) with employer match after 1 year of service; PTO; and more.

To apply: Please email cover letter and resume with **Adult Literacy Hotline Coordinator** in the subject line to: hr@literacymn.org. This position open until filled, with priority given to applications received by **Tuesday, September 28, 2021**.

Literacy Minnesota fosters an organizational culture that is welcoming and inclusive to all. **We strongly encourage applications from members of BIPOC communities, immigrants and refugees, LGBTQ+ individuals and people with disabilities.**