



## **Adult Literacy Hotline Specialist**

Literacy Minnesota is seeking an individual for an **Adult Literacy Hotline Specialist** position. This benefits-eligible position is 20 hours per week or 0.5 FTE with the preferred hours of Monday – Thursday, 11 am – 4 pm. Flexible to work from home with one day in the office per week ideal.

**Organizational Background:** Literacy Minnesota is a nonprofit organization dedicated to sharing the power of learning through education, community building and advocacy. 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 Specialist** 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 Volunteer Outreach Coordinator. Work environment consists of typical office environment or home office environment, to be arranged with supervisor approval. Time spent on the computer is approximately 75%.

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

### ***Hotline coordination, calls and data tracking - 75%***

- 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).

**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. Fluency in Spanish not necessary, but preferred.
- 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.
- Prior customer service experience a plus.
- 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 \$18.85 - \$20.94 per hour (commensurate with experience) and a generous benefits package.

**To apply:** Please email cover letter and resume with **Adult Literacy Hotline Specialist** in the subject line to [hr@literacymn.org](mailto:hr@literacymn.org). This position is open until filled, with priority given to applications received by Monday, April 3, 2023.

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