



Job Title: Bilingual Program Assistant

Reports to: Director, Educational Programs

Job Summary

Coordinate and maintain office activities, including greeting visitors, answering and making phone calls, keeping records, maintaining databases, preparing mailings, communicating supply requests, supporting staff, and providing support to the CEO when onsite or directed. Receive and process registrations for in-person and online classes, contact students to confirm registration and inform of test details, send reminders and follow-up with students who do not show up for testing and reschedule. Review weekly attendance, resolve barriers causing absences and refer students with needs to community resources. Confidentiality and discretion are required.

Essential Duties and Responsibilities

- Open office, greet visitors, and be well-informed of YWCA services to answer basic questions and route people to the appropriate agency contact.
- Maintain supply inventory, make copies of correspondence or other printed materials, prepare outgoing mail and correspondence including email and scans.
- File, scan and maintain completed documents of classes and tutoring; such as student work, tutor/learner documents, attendance and tracking reports.
- Generate required quarterly reports and other necessary documentation as needed.
- Plan, organize and lead registration campaigns for ESL classes.
- Provide support to instructors with copies and/or office supplies required for classes.
- Become and remain knowledgeable about the resources that the YWCA offers and community resources.
- Counsel program participants on an on-going basis.
- Provide one-on-one counseling regarding student attendance and progress.
- Develop appropriate case notes and record activities.
- Assist with testing and assessment
- Assist with administration of Adult Education & Literacy special projects
- Show flexibility and tolerance in dealing with persons from disadvantaged social, economic and educational backgrounds.

Minimum Requirements

- Bachelor's degree preferred; Associate degree accepted
- Experience in educational field is recommended, but with experience in a related field, other areas of study may be considered.
- Ability to interact with staff, donors, board members, tutors, learners, vendors, etc. in a courteous manner, both written and verbal.

- Ability to draft routine reports and correspondence, and to interpret a variety of instructions.
- Windows, Microsoft Word, Excel (spreadsheet design and entry), database entry and ability to learn and use ICCB Daisi software and Achieve.
- Ability to problem solve without guidance and coordinate with other staff.
- Experience in case management, testing, and teaching adults in education programs is desirable.
- Experience working with disadvantaged adults and non-native English speakers is preferred.
- Ability to organize information and documentation and to establish work priorities.
- Completion of RACMI (Rockford Area Case Management Initiative) training within one year of start date.
- **Fluent in English and Spanish.**
- Ability to lift 30 pounds, sit, stand, bend and twist.
- Current Illinois driver's license and valid vehicle insurance.
- Ability to work flexible schedules including evenings and weekends as needed.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. This Job Description should not be read as creating an express or implied contract, nor is it intended to alter the employment-at-will relationship. Employment with the YWCA is "at-will" and may be terminated at any time, with or without cause, at the option of either the YWCA or the employee.

My signature below acknowledges I received a copy of this job description.

Signature _____ Date _____