



Layton Center Program Support Specialist Job Description

Mission:

Literacy Services of Wisconsin (LSW) partners with motivated adults to provide access to quality basic education and skills training so they can improve their lives, enrich their families, and strengthen our community.

Job Summary:

The Layton Center Program Support Specialist is responsible for the daily operations of the Layton Center adult education and training programs. Working alongside the Layton Center Site Coordinator, the PSS provides support for all student and volunteer activities including, but not limited to, recruitment, enrollment, assessment, scheduling, instruction, recordkeeping, and ongoing case management. The PSS contributes to program and curriculum development, the implementation of Personal Education Plans, and the promotion of wraparound services for adult students. The PSS serves as an intermediary between LSW, state-funded programs, and other partner agencies in the community to conduct outreach and manage referrals according to the guidelines of those relationships. The PSS may also be called upon to provide additional coverage, instruction, and project support for other LSW sites and staff as needed.

Primary Responsibilities:

- Assist, guide, and direct learning center management, including the implementation of strategic plan goals and objectives.
- Manage all activities related to student enrollment, TABE assessment, goal-setting, personal education planning, instruction, data management, and reporting. Provide direct instruction as needed.
- Train and effectively supervise volunteer tutors to maximize program quality.
- Develop positive rapport with students and volunteers, serving as a resource to both.
- Match tutor/student pairs and coordinate daily schedules to optimize one-on-one and group instruction time.
- Evaluate curricula and teaching materials for effectiveness and appropriateness. Create and implement effective learning program enhancements and management systems.
- Promote services to other community-based organizations, social service agencies, and businesses, serving as a point of contact for incoming referrals.
- Participate in site and all-staff meeting, an annual in-service, and other organization-wide events as required.



- Willingness to work flexible hours when necessary, including some evenings and weekends. Some travel required.
- Other duties as assigned.

Knowledge and Qualifications:

- Bachelor's degree with a background in education, social work, or related field.
- Minimum of two years' experience in teaching or administration of educational services.
- Experience working with diverse adult populations.
- Excellent oral and written communication skills; strong customer service skills.
- Bilingual skills (Hmong, Arabic, French, or Rohingya) in oral and written communication preferred.
- Proficient in Microsoft Office, Google Applications, and database usage.
- Ability to assume responsibility with little direct supervision, to exercise initiative and judgment, and to make decisions within the scope of assigned responsibilities.
- Highly-organized and detail orientated.
- Ability to work under pressure in a high-paced environment managing multiple tasks.
- Ability to work in a cooperative and professional manner with supervisors, co-workers, volunteers, and learners.
- Ability to maintain confidentiality, understand and appreciate the interdependence of all areas of the agency, and foster the mission of Literacy Services of Wisconsin.

Compensation: This full-time (40 hours/week) role reports to the Layton Center Site Coordinator and has an hourly range of \$16-18 per hour. Benefits include generous paid time off (PTO), subsidized health insurance coverage, retirement plan, convenient free parking, and paid professional development opportunities.

How to Apply: A complete application includes 1) a letter of interest, 2) a resume, and 3) a list of three professional references. Applications should be sent via email to Adriana Vazquez and will be accepted until the position is filled. Contact Adriana Vazquez at adriana@literacyservices.org if you have questions.

Literacy Services of Wisconsin serves a socially and culturally diverse community. We strive to build a team of employees which is similarly rich in diversity and strongly encourage applications from candidates of color. Literacy Services of Wisconsin is an Equal Opportunity Employer. It is our policy to make all personnel decisions without discriminating on the basis of race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, citizenship status, national or ethnic origin or any other protected status.