



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.

Position Summary

The Program Support Specialist (PSS) assists in all areas of programming within LSW with a focus on student and tutor activities in the Adult Education (AE) department and the Central Headquarters location. This includes providing instructional support and guidance for volunteer tutors; the training of volunteer tutors; student and tutor matching; proctoring student assessments; data management and accurate recordkeeping; ongoing case management; facilitating learning labs; supporting volunteer and professional instructors; and providing a safe, clean, and welcoming environment for staff, learners, and visitors. 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 will provide supplementary coverage and project support for all LSW programs and sites as needed. The PSS reports directly to the Manager of Adult Education Programs and works closely with the Manager of ELL Programs and other program staff based out of the Central Headquarters location. This position requires flexible scheduling with evening availability as well as travel between sites in the Milwaukee area. Occasional collaborative and/or recruitment opportunities may arise on Saturdays.

Primary Responsibilities

- Lead volunteer tutor management. This includes, but is not limited to, onboarding and training new volunteer AE tutors, pairing tutors and learners, supervising tutoring sessions, bridging communication between tutors and learners, providing instructional materials and advice as requested, monitoring progress of tutor/learner partnerships to ensure goals are met, and organizing tutor in-service training sessions.
- Schedule and proctor assessments of learners using the TABE and TABE CLAS-E national testing systems.
- Assist with student case management, maintenance of learner files and paperwork, tracking daily tutor and learner attendance, entering and regularly updating learner information in an electronic database for routine reporting, scheduling and communicating with learners and volunteer tutors, setting appointments, and answering phone calls.
- Facilitate and lead weekly learning lab sessions for students in the AE program
- Support volunteer and professional AE instructors by gathering materials, communicating with students, and recording attendance data.
- Maintain safety, cleanliness, and organization inside and outside of all LSW sites where work is conducted.
- Participate in department and all-staff meetings, an annual in-service, and other organization-wide events as required.

- This position requires evening availability once a week from 12:00 p.m. to 8:00 p.m., other days are typically 9:00 a.m. to 5:00 p.m. but may require flexibility dependent upon program needs.
- Other duties as assigned.

Preferred Knowledge and Qualifications

- High school credential; some college preferred
- Some program or volunteer management experience, including supervision of others
- Previous experience in adult education and/or community-based client services
- Computer proficiency (word processing, data collection, spreadsheets, etc.)
- Excellent oral and written communication skills; strong customer service skills
- Ability to work as a member of the program team in a fast-paced environment
- Experience working with disadvantaged populations
- Commitment to the mission and students of LSW
- Instructional experience strongly preferred

Compensation: This is a full-time, 40 hr/wk position with a weekly schedule of Monday through Friday. Rate of pay is \$18/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: Please visit www.literacyservices.org for full job description and application information. 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 Bianca Johnson-Ortiz and will be accepted until the position is filled. Contact Bianca Johnson-Ortiz at bjohnsonortiz@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 we 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.