

Date Posted: 07/17/12

**University of Houston
Graduate College of Social Work
JOB OPPORTUNITY POSTING**

Job Title: Bilingual Program Coordinator

Employer/Agency: Literacy Advance of Houston

Job Description: Based at the main (Wilcrest) Literacy Advance campus in west Houston, the Program Coordinator is an integral part of the Literacy Advance Programs team and works closely with agency volunteers and learners, maintaining high levels of customer service, and pro-actively determining challenges and proposed solutions for the best program delivery possible. Success in this role relies on the Coordinator's ability to respond to the day-to-day needs of learners and volunteers within the wider agency context of processes, procedures and policies. This position requires a person with energy, creativity, sensitivity, and a dedication to helping increase the impact Literacy Advance programs have in the community, while maintaining the integrity and high level of service Literacy Advance has established. The position reports to the Program Manager and works closely with the Program Director.

Qualifications: Bachelors degree required – an emphasis in adult education, social services, or related field is preferred, however, all disciplines will be considered; Bilingual in English and Spanish, with the ability to communicate competently in both languages, both verbally and in written communication; One to three years of professional work experience is preferred; Previous work experience in a fast-paced environment is highly desirable; Ability to function independently and in a team environment; Able to function independently while exercising discretion and mature judgment; Able to think strategically about the programs, procedures and processes of day-to-day operations, with an ability to identify potential concerns and/or areas for improvement; Desire and ability to work with a diverse group of people, and a high level of sensitivity and experience in dealing positively with cultural differences and/or linguistic misunderstandings; Outstanding customer service skills; Ability to handle multiple tasks simultaneously with a high level of competence; Excellent organizational, interpersonal, communication and presentation skills; Excellent written and oral communication skills; Broad computer skills are required, including MS Office and an understanding of data entry best practices; Ability to work a flexible schedule, including evenings and Saturdays.

Salary/Hours: This is a regular full-time, non-exempt position based at our Wilcrest office

location. This position is eligible for health and dental benefits, as well as a PTO accrual of 6 hours per pay period for a total of 144 hours annually. This position acts as the Manager on Duty for evening and weekend (Saturdays) operational hours. Salary is dependent on qualifications and experience.

Employer/Agency: Literacy Advance of Houston
Address: 2424 Wilcrest Suite 120
City, State, Zip: Houston, TX 77042

Fax Number: 713.266.8889
Email Address: Human.resources@literacyadvance.org

Application Method: Send resume and cover letter to human.resources@literacyadvance.org or via mail at
ATTN: Human Resources
2424 Wilcrest, Suite 120
Houston, TX 77042

Opening Date: August 15, 2012

If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity.

Thank you