



JOB TITLE: Program Support Coordinator

DATE: Open until filled

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GENERAL SUMMARY: The Program Support Coordinator will assist and primarily report to Operations Manager. This is a vital role, managing program data and volunteers.

ESSENTIAL FUNCTIONS:

- Data management
  - Maintain and update program databases, track participant information, and analyze program outcomes.
  - Assist Operations Manager with ensuring program activities aligned with organizational policies and funding requirements.
- Volunteer Engagement
  - Recruit, train, and coordinate volunteers to support program activities.
  - Help develop training materials and support the delivery of training sessions for tutors and volunteers.
  - Create, update, and ensure the accuracy of intake forms to collect relevant volunteer, tutor, and learner information efficiently.
  - Attend community events such as Farmer's Market to represent WALC
- Administrative Support
  - Assist the team with scheduling, meeting logistics, documentation for program activities.
  - Assist in planning, implementing, and evaluating our current programs and services.
  - Gather and analyze feedback from program participants to inform program improvements.
  - Organize and manage physical and digital records related to participant intakes and program participation.

A GOOD FIT FOR THIS ROLE HAS/IS:

- Ability and/or willingness to work with people from diverse cultural backgrounds
- Previous experience with database management preferred
- Proficiency with Microsoft & Google Suite
- Willingness to work autonomously and collaboratively
- Ability to work in an unpredictable environment
- Detail-oriented & self-starter!
- Strong interpersonal and communication skills
- Must align with WALC's Mission, Vision, and Values



ADDITIONAL INFORMATION:

- Hourly wage range: \$15-\$20 pending qualifications and experience
- This is a full-time (40 hours/week) in-person position located at our office at 111 N Main St Oshkosh WI 54901
- Benefits: Paid vacation, vision insurance, dental insurance

ABOUT THE WINNEBAGO AREA LITERACY COUNCIL (WALC):

WALC is a 501(c)(3) nonprofit with a mission to eliminate barriers and strengthen our community by providing free learner-centered adult literacy services. We envision a future where individuals are no longer marginalized due to low literacy and language barriers. Our key organizational values are equity, presumed competence, service, collaboration, and critical thinking.

It is the individual responsibility of employees to maintain an awareness and understanding of and to fully comply with Winnebago Area Literacy Council's Employee Handbook, as well as internal policies and procedures for their position.

To apply, email a resume and cover letter to [executivedirector@winlit.org](mailto:executivedirector@winlit.org)