

## Programs Associate Job Description

The **Programs Associate** has duties related to student and volunteer support, records management, and community outreach, including content creation for flyers and social media. As one of the first points of contact for prospective and returning students and volunteers, they are ambassadors of our school. The Programs Associate reports to the Associate Director of Programs and works closely with other team members. This is a full-time position, exempt position.

**Schedule:** The typical schedule is in-person, Monday-Thursday, with Friday remote. Must be able to regularly (e.g. every other week) work one weekday evening shift, and assist with additional evening and weekend coverage as needed .

**Preferred Start Date:** January 2, 2025.

**Compensation:** \$46,000-\$48,000 annually

**Benefits:** WEC covers 70% of employee health and dental insurance premiums for full-time employees; all employees have the option to enroll in a SIMPLE IRA retirement plan with an employer match of up to 3%

**Perks:** Free English group classes or one-on-one tutoring for the employee or one immediate family member each term

### **Job Duties include but are not limited to:**

#### **Program Support**

- Respond to inquiries from current and prospective students and volunteers via email, phone, social media, WhatsApp, and in-person, including during fast-paced times before and after classes
- Organize class and volunteer photo walls, maintain the tidiness of volunteer office and library spaces, and cultivate a positive ambiance throughout the school.
- Follow up with students and volunteers for various purposes; record and track related data in spreadsheets
- General support of volunteer teachers, including onboarding phone calls and in-person support
- Assist students with registration form and placement tests; advise students on course selection, textbook access and use
- Distribute print and e-textbooks to students; answer student questions on the use of their e-books and MyEnglishLab, WEC's online homework platform; ensure all students can access their materials
- Manage library check-outs and returns; ensure books are returned at the end of each term; increase student engagement and use of library
- Occasionally jumping in to teach a class when a volunteer has a last minute absence
- Track inventory for class and office materials

#### **Outreach and Engagement:**

- Design and update visually engaging promotional materials (social media posts, flyers, brochures, etc.)
- Assist with WEC's social media strategy and campaigns; help grow WEC's social media following
- Create content for WEC events, including videos and slideshows

- Provide day-of event support and act as an ambassador at WEC and community events, including student orientation and graduation, community socials, volunteer appreciation, DC-area festivals, and other appropriate venues.

Other duties as assigned.

**Required Qualifications:**

- Highly proficient in both English and Spanish
- Strong computer skills, especially Google Suite
- Strong organizational and interpersonal skills

**Preferred Qualifications:**

- Experience with social media management or graphic design strongly preferred
- Experience with Canva, Adobe, and/or WordPress strongly preferred
- Interest in a career in the education or nonprofit fields
- Certificate or degree in education, TESOL, or related field is a plus
- Teaching experience (paid or volunteer) is a plus
- Proficiency in an additional language is a plus

**How to apply:**

Interested candidates should send their resume and cover letter addressed to the WEC Search Committee at [hiring@washingtonenglish.org](mailto: hiring@washingtonenglish.org). Please include “Programs Associate” in the email subject line. Review of applications will begin on Friday, December 13.

WEC is an equal opportunity employer. WEC does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or any other characteristic protected by law.