Temporary Programs Assistant Job Description

The Temporary Programs Assistant (TPA) has duties related to student and volunteer support, retention, and outreach. As one of the first points of contact for prospective and returning students and volunteers, the TPA is an ambassador of our school. The Temporary Programs Assistant reports to the Associate Director of Volunteers and Partnerships.

**Hours:** This is a part-time, in-person position, for a limited time while a staff member is on parental leave. The position is typically 25 total hours per week, Monday-Thursday morning and afternoon, with the opportunity for more hours during our busiest periods. There are occasional weekend and evening hours, especially for community outreach events.

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

**Program Support:**
- Respond to student and volunteer inquiries via email, phone, social media, WhatsApp, and in-person, particularly during fast-paced times directly before and after classes
- Assist students with registration process, including advising students on course selection, and answering questions about the registration form
- Distribute print and e-textbooks to students; answer student questions on the use of their e-books and MyEnglishLab, WEC’s online homework platform
- General support of volunteer teachers as needed, including onboarding phone calls
- Assist with WEC events including student orientation, volunteer appreciation, community happy hours, and graduation
- Assist with volunteer appreciation initiatives; including creating videos and slideshows for events and day-of support

**Data Management:**
- Track attendance and update spreadsheets
- Follow up with students for various purposes over email and phone and record call data in spreadsheets
- Follow-up with group class teachers about attendance and class log completion
- Record student library usage data and follow up with students who need to return books

**Outreach:**
- Create and update promotional materials (social media posts, flyers, brochures, etc.)
- Assist with WEC’s social media and outreach campaigns
- Act as an ambassador at community events, festivals, and other appropriate venues

Other duties as assigned.

**Required Qualifications:**
- Strong computer skills: especially Google Sheets, Google Drive, Social Media, and Canva
- Strong organizational and interpersonal skills
- Strong English language proficiency

**Preferred Qualifications:**
- Proficiency in another language in addition to English is strongly preferred
- Certificate or degree in education, TESOL, or related field is a plus
Compensation: $21.50 per hour

Perks: Free English group classes or one-on-one tutoring for the employee or one immediate family member each term; access to the gym facilities in the building

Preferred Start Date: January 2, 2024 for a minimum of 20 weeks

How to apply:
Interested candidates should send their resume and cover letter addressed to the WEC Search Committee at hiring@washingtonenglish.org. Please include “Temporary Programs Assistant” in the email subject line. Review of applications will begin on Thursday, December 14.

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