



OZARK
LITERACY
COUNCIL

Position Title: Welcoming Coordinator

Reports to: Office Manager

Compensation: Hourly/part-time (\$16-\$18 based on experience)

Hours: Monday - Thursday 8:30am-5:00pm (20-32 hours)

Location: 2596 N Keystone Crossing, Fayetteville, AR 72703

Application Details: Please email a custom cover letter and resume to taylor@ozarkliteracy.org

Interview dates: Positions will remain posted until it is filled.

Ozark Literacy Council (OLC) Overview

Our mission - Ozark Literacy Council offers free literacy programs and resources in Northwest Arkansas in order to build a welcoming, inclusive and empowered community.

Our vision - Ozark Literacy Council works to ensure all people possess the literacy and community building skills needed to fully contribute and connect to the world.

Position Overview

The Welcoming Coordinator will play a pivotal role in fostering a positive and inclusive environment for students, members, community partners, and visitors. Their responsibilities will include providing support for Ozark Literacy Council's welcoming initiatives and office administration; this includes supporting front desk communications and administrative tasks, the Student Intake process, maintaining and handling sensitive student data, and maintaining orderliness of the office space. The Welcoming Coordinator should be someone who has great verbal and written skills and is highly organized and detail-oriented, but the ideal candidate will be someone who thrives on immediately connecting with others by building a friendly and positive rapport - especially in cross-culturally diverse audiences.



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Responsibilities:

Welcoming Initiatives:

- Demonstrate an understanding of the purpose, mission and vision of Ozark Literacy Council.
- Engage and positively interact with all students, members, community partners, staff, and visitors.
- Support daily welcoming tasks as delegated, including:
 - greeting visitors
 - answering phone calls and contacting OLC participants
 - maintaining a welcoming office space
 - administering Student Intakes, assessments, and Tutor Requests
 - supporting community engagement events
- Support the implementation of - and provide improvements to - OLC's Welcoming Program; including:
 - recording program participation
 - brainstorming for future community engagement events
 - supporting research for future Welcoming Program initiatives

Administration and Office Support:

- Maintain the orderliness and upkeep of the office, supplies, materials, files, and physical spaces.
- Enter and maintain student and program data.
- Understand the need for confidentiality when handling sensitive data.
- Create surveys and pull reports in order to gather student and program data.
- Support the implementation of OLC's Office Standard Operating Procedures.
- Provide support to the Executive Director, such as pulling data or conducting research, during grant writing processes; *grant writing opportunities exist within this role for the right candidate.*
- Maintain digital inventory.
- Demonstrate excitement to take on new tasks as assigned that may be outside of the day-to-day routine from the Office Manager and Executive Director.



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Required Qualifications:

- Demonstrated understanding and commitment to supporting diverse people and cultivating an environment of trust, inclusion, and safety.
- Ability to work with diverse groups of people and while maintaining a respectful, curious, and welcoming demeanor.
- Strong cultural competencies related to ESL learners, minority community members, international, and diverse socio-economic communities.
- Strong writing and communication skills with the ability to display patience and kindness to diverse audiences.
- High attention to detail and organizational skills.
- High School Diploma or equivalent.
- Ability to analyze and solve problems efficiently.
- *Proficiency in Microsoft Office and Google Suite preferred*
- *Experience in an ESL or educational background preferred*
- *Proficiency in a language additional to English preferred*
- *Experience in a cross-cultural background preferred*

Commitment to Community

- Build and develop authentic relationships with OLC members and community partners to cultivate an understanding of OLC values and purpose.
- Demonstrate commitment to social justice, equity, and inclusion as related to education, learning, and community engagement.
- Show high social and emotional empathy and connection skills.
- Commit to consistently bridging across communities and contribute to ensuring that every person feels safe and like they truly belong in our region.

Equal Opportunity Employer

Ozark Literacy Council is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.