Job Description

Ready to Learn Program Coordinator

Position Description and Performance Expectations

Effective Date: February 2020

Department: Education Services

Classification: Full-time/Hourly

Responsible to: Director of Education Services

Job Description:

ValleyPBS is currently recruiting a Program Coordinator for their Ready to Learn parent education program. This full-time position is responsible for the coordination, procurement, management, organization and inventorying of all Ready to Learn program materials, as well as providing outreach support via online marketing efforts. This role also manages data entry for the program and provides support to other station departments.

Competencies:

- **Customer Service**: Anticipating, meeting and/or exceeding customer needs and expectations.
- **Self-management**: Demonstrating self-control and an ability to work on one’s own with minimal supervision, effective time management and setting priorities.
- **Written and Verbal Communication**: Excellent oral and written communication skills. Articulate and engaging with the public, clients and donors in a variety of settings. Ability to write clearly and succinctly.
- **PBS Mission-Oriented**: Able to succinctly and persuasively convey the mission and benefits of a relationship with ValleyPBS to community members, business owners and potential donors.
- **Interpersonal Skills**: Effective communicator; able to build rapport and relate well to others.
- **Goal Oriented**: Energetic and able to focus efforts on meeting a goal, mission or objective.
- **Public Speaking**: Able to confidently and effectively present to large and small groups.
- **Team Player**: Foster healthy interpersonal staff and partner relations in a collaborative manner.

Essential Functions

- Manage all RTL materials and supplies
- Maintain and organize inventory of all program materials
- Order needed materials while staying within budget
- Assemble all needed workshop kits on a weekly basis
- Restock unused materials from kits from each prior week
- Keep the website calendar up to date with workshops offered and local, family-friendly events from all counties served by ValleyPBS
- Research and schedule pertinent local messages for Bright by Text weekly
• Market Ready to Learn and Bright by Text via social media and web updates
• Assist all trainers in assuring they have the materials they need
• Enters weekly raw data into program database for reporting needs
• Provide troubleshooting and problem-solving support for trainer team via phone, text, email, Group Me app
• Assist with phone calls to/from parents, written translation and outreach
• Participate in weekly department meetings, bringing prepared updates and information
• Offer feedback to Director and Manager in order to make program adjustments, improvements and additions
• All actions contribute toward Ready to Learn’s superior service, effectiveness and longevity

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Verifiable experience working successfully with children and/or in special events and/or membership services.
• Must be able to work some evenings and weekends as events are held when parents can attend with children.
• Love of working with families with young children.
• Excellent written and verbal communication skills a must.
• Exceptional interpersonal skills a must.
• Excellent phone skills and etiquette.
• Ability to work autonomously in a fast-paced environment.
• Ability to set and meet goals, problem-solve, and follow through on multiple, simultaneous assignments.
• Must be very detail-oriented and organized.
• Strong knowledge of Microsoft Office Suite (Word, Excel, Outlook) and comfort with learning new software and systems.
• Knowledge of the Adobe Suite preferred.
• Ability to interface effectively and positively with all levels of the organization.
• Excellent attendance, punctuality and dependability.
• Must be able to lift 50 pounds without assistance.

Certificates, Licenses, Registrations

• Must have valid CA driver’s license, clean DMV record, and pass a background check.

Application Materials: Applications will be accepted and reviewed until the position is filled.

Please include:

• A completed ValleyPBS application form, which can be found at valleypbs.org.
• Resume with current and verifiable references.