



Coordinator of Program Operations

December 2021

The mission of Tech Goes Home is to empower communities to access and use digital tools to overcome barriers and advance lives. The Coordinator of Program Operations will assume responsibility for supporting the operations of TGH courses. This position will be supervised by the Assistant Manager of Program Operations. Applications will be reviewed on a rolling basis. Priority will be given to applicants who apply before December 15, 2021. Our goal is to have the Coordinator start by February 1, 2022.

Instructor & Course Support

- Support the full cycle of course management from approval to completion
- Assist the team in preparing for course approvals
- Manage the TGH program email
 - Address questions and concerns from TGH instructors related to course logistics
 - Reroute emails to other team members as needed
- Email course reminders to instructors
- Manage course changes requested by instructors
- Provide feedback to instructors and assist in resolving issues and concerns in a professional and timely manner
- Support instructors in learner enrollment, engagement, and graduation
- Participate in instructor orientations
- Ensure program best practices and standard operating procedures are implemented
- Update and maintain the Salesforce database related to course processes and procedures with accuracy and timeliness
- Schedule site visits at partner sites for TGH staff to observe courses
- Maintain device order forms and returns
- Support the distribution of discount codes to learners for internet subscriptions
- Send reminders to learners whose TGH-sponsored hotspots or Comcast accounts will be expiring.
- Recommend improvements to increase program operational efficiency and effectiveness
- Update records and internal procedural documents with accuracy and timeliness
- Learn multiple aspects of co-workers tasks in order to provide support and fill in as needed for vacations, leaves, or illness
- Other duties per supervisor's discretion

Experience

In addition to personal qualities like resourcefulness, dedication, attention to detail, and a sense of humor, candidates should demonstrate the following:

- A strong commitment to the mission of TGH and a passion for helping people improve their lives.
- Self-starter with the ability to be very organized and follow through on projects independently
- Excellent written and oral communication skills
- Ability to work independently and as part of a team to get projects done
- Attention to detail in tracking projects, communicating without typos, and ensuring even small items are not overlooked or rushed.
- Fluency in using Google Suite Applications
- Previous experience in organizing materials, tracking and meeting deadlines
- A roll up your sleeves attitude where all work is valued and all constituents are treated with patience and respect.
- Ability to quickly learn new technologies.
- While the COVID-19 crisis continues, the ability to work from home, independently organizing one's time, meeting deadlines, and taking initiative.
- Salesforce knowledge a plus
- Knowledge of a second language a plus (Mandarin, Arabic, Spanish, Hatian Creole)
- Prior experience in customer service is a plus
- A positive attitude and robust sense of humor goes a long way!

Compensation and Benefits

TGH strives to offer competitive salaries and benefits, within the nonprofit field. Paid time off, generous benefits, and a commitment to work/life balance are standard. Professional development is guaranteed as you learn about the workings of a small, rapidly growing nonprofit. At this time, some TGH staff are working from home, within a shared workspace in Boston's Back Bay, or both (hybrid). Salary range: \$40,000 - \$55,000.

TGH is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. TGH is committed to building a diverse staff and strongly encourages women and people of color to apply.

To Apply

To apply, label your resume and cover letter with your last name and "resume" or "cover letter." Attach all materials on the [TGH application form](#).