



# Coordinator of Program Support

January 2022

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 Support will assume responsibility for supporting the operations of the TGH program team. Applications will be reviewed on a rolling basis. Priority will be given to applicants who apply before Jan 31, 2022. Our goal is to have the Coordinator start by March 1, 2022.

## Responsibilities

- Provide administrative support to all members of the TGH program team, as needed.
- Address general inquiries from the public that arrive via email and phone in an accurate and timely manner. When needed, forward inquiries to appropriate TGH team members.
- Support potential learners by connecting them to available TGH classes.
- Host and support TGH webinars (ex. Checking and responding to the chat, admitting participants, tracking attendance, etc.)
- Support instructor orientations such as setting up and administering Zoom sessions, tracking attendance, and participating in the presentation.
- Support curriculum development by conducting research, creating materials, developing surveys, and other related duties as needed by the program team
- Manage and revise the TGH tutorial library. This includes looking at survey data to determine what tutorials are needed, creating templates and managing volunteers, finalizing tutorials as needed and posting them to the website. On occasion, create tutorials that are needed immediately.
- Update and make changes to the TGH website via WIX, primarily maintaining the Learners and Instructors sections of the website.
- Take lead on creating the instructor newsletter by collecting content from team members, creating the draft, and scheduling distribution.
- Draft emails as needed to send information to instructors, graduates or other members of the TGH community
- Update and maintain the Salesforce database with timely and accurate data to support the work of other TGH team members managing partnerships, instructors and education projects.
- Participate in course approvals and processing as needed
- Recommend improvements to increase program operational efficiency and effectiveness
- Participate in outside meetings with partners, volunteers, instructor and/or learners (via course visits, presentations about TGH, etc)

- Thought leadership: find authentic and appropriate ways to learn from TGH graduates, instructors, and staff and bring your own ideas and experiences to the table to help us best serve our community.
- Participate in TGH committees, retreats, special projects and other opportunities to contribute to our mission
- Learn aspects of other staff's duties to provide coverage for team members when sick or on vacation.
- Plus: Help translate materials into other languages if you know one!
- Other duties may be added as needed.

## Skills and Qualifications

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 big plus (Mandarin, Arabic, Spanish, Haitian Creole)
- Prior experience customer service center 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](#).