**Program Support Coordinator Roles Description**

**Organization Overview:**

For over 27 years, Helping Link/Một Dấu Nối has helped many Vietnamese integrate into American society through our ESL, computer, and citizenship programs as well as information and referral services. The challenges of moving to a new continent and learning a new culture are immense, at times overwhelming. Helping Link is here to pay forward the help many of us received so that families remain intergenerational, connected, and united. This source of support and knowledge in a safe environment allowed many of Helping Link’s clients to successfully achieve their goals to improve their English skills, become U.S. citizens, and find opportunities to grow and thrive.

We seek caring community members and professionals in search of culturally enriching relationships, passionate about creating space for mutual exchange and engagement. Join Us!

**Responsibilities:**

Helping Link/Một Dấu Nối is seeking a program support coordinator to support our literacy education and technology programs.

* Provide clerical support in internal and external administrative tasks
* Process and file administrative documents
* Screen, respond to and take messages from incoming calls
* Greet visitors and direct them to the appropriate person or information
* Assist the Salesforce analytics team with data entry when appropriate
* Assist with outreach recruitment

**Requirements:**

* Familiar with MS Word, Excel, and PowerPoint
* Familiar using office equipment (computer, printer, copier, phone)
* Detail-oriented in administrative activities and support
* Efficient and excellent communication

\*Position hours: 4-6 hours during Monday-Friday, 1:00 PM-6:00 PM

**Benefits**:

* Develop and build upon professional skills such as teamwork, communication, technology/software usage, organization, and time management
* Support a community-led grassroots organization to improve the lives of those in the Vietnamese community in the King County Region