Position Title: Pathways Operations Coordinator
Department: Pathways Operations
Reports To: Pathways Operations Manager
FLSA/ Status: Non-Exempt/ Full time
Job Grade: 3
Hiring Range: $43,000 to $48,000 per year
Revised: June 2022

WHO WE ARE
Mi Casa Resource Center (MCRC) is committed to creating pathways of opportunity for low-income and underserved individuals. For more than 45 years, we have provided award-winning workforce, small business, and youth development programs throughout Metro Denver. Currently, MCRC educates, trains, and supports youth and adults on their path to economic success. Additionally, MCRC partners with the area’s most respected organizations to provide economic and educational services to assist families on their path to achieve their economic goals and realize their dreams.

MCRC’s suite of business services supports entrepreneurs through all stages of business development helping them explore, launch, and grow their business through bilingual training, consulting, access to capital, and holistic support services. As Colorado’s only Women’s Business Center, MCRC partners with the U.S. Small Business Administration to start and grow small businesses in low-income communities and the US Patent & Trademarks Office to assist low-income inventors with patent practitioners for patent preparation and prosecution legal services on a pro bono (free) basis.

MCRC’s suite of career training pathways supports youth and adults to achieve success in education and employment. Using a sector-focused approach that engages local industry to find those jobs that match the client base, MCRC works with Denver area employers to create training programs for career readiness, workplace skills and job success in the financial services and other industries. Mi Casa also provides career coaching, workshops, and other services to support participants in gaining meaningful employment.

POSITION SUMMARY
Mi Casa Resource Center (MCRC) is seeking an organized and detailed oriented professional with experience in program coordination or operations to join us as Pathways Operations Coordinator.

The Pathways Operations Coordinator performs comprehensive administrative supports for the everyday operations of MCRC’s Pathways Team. This position ensures the smooth operation of classes, events, workshops, coaching and consulting sessions. This position also coordinates activities of the Business and Career Pathways with other teams and agency staff and is involved in data collection, data entry and reporting.

KEY RESPONSIBILITIES
Leadership
• Coordinates, trains, and assigns work to volunteers.

Participant Interaction
• Coordinates with the Outreach and Enrollment Coordinators on registration and enrollment of clients into programs.
• Answers phone calls, greets participants, and follows up with participants to ensure all documentation is on file.
• Supports participants with online registrations for classes, workshops, and events as a back-up to the Outreach and Enrollment Coordinators.
• Manages workshops, webinars and supplemental programs’ registrations and send confirmation emails and reminders as established in the Standard Operating Procedure (SOP).
Conducts participant orientation and registration sessions for the different Pathways classes as needed.

**Outreach and Recruitment**
- Communicates and shares information about programming on behalf of MCRC including monitoring and responding to general pathways office voicemail and email inquiries as a backup to the outreach and enrollment coordinators.
- Attends outreach activities and community events as needed.
- Liaisons with Outreach and Enrollment Coordinators, and Marketing Coordinator to execute logistics of program registration and promotion.
- Supports outreach, recruitment, and marketing to ensure class and workshops goals are met.

**Operational Tasks**
- Oversees all aspects of the participant’s lifecycle post enrollment including welcome emails & forms, payment processing, class reminders, completion certificates, prize letters and post surveys.
- Creates and maintains Pathways calendars with updated information and details regarding classes, workshops, webinars, and events.
- Supports the Pathways Operations Manager by reviewing and updating templates, workflows, process guides and participant's manuals, policies, and agreements.
- Observes, reviews, and analyzes processes to identify inefficiencies and areas where improvements could be made.
- Assists Pathways Trainers and Instructors with coordinating logistics for classes, workshops, webinars, graduations, and fairs.
- Provides technical support to classroom instructor during supplemental programs and classes as needed.
- Coordinates with Office Coordinator on rooms, technology and audio-visual needs for classes and supplemental programs.
- Manages participants user profiles at Mi Casa’s learning management system.
- Ensures that volunteer hours and other in-kind donations are tracked.

**Evaluation**
- Provides information and data reports to the Operations Manager on day-to-day Pathways program activities.
- Collects and enters data into agency databases with a detailed record keeping of any participant, program’s documents, and forms.
- Gathers pre and post surveys from participants.
- Coordinates with Pathways staff to ensure program information is input into databases within required deadlines.

**Fundraising and Grants Management**
- Represents MCRC’s Business Pathways program, host of the Women’s Business Center at a variety of programs, outreach, and community events if needed.

**Other**
- Contributes to team effort by attending agency and team meetings and serving on committees as needed.
- Completes additional duties and other special projects as assigned by the Pathways Operations Manager.

**REQUIRED QUALIFICATIONS**
- 1-3 years of experience in program coordination or operations or an equivalent combination of education, training, and experience.
- Bilingual in English and Spanish with good oral and written communication in English and Spanish.
- Experience working in fast paced work environment a plus.
• Expert in business software including Microsoft Office Word, Excel, Outlook, PowerPoint, SharePoint and various databases. Salesforce experience a plus.
• Experience working with low income and diverse communities.
• Ability to be flexible and work evenings and weekends, as needed.
• Background Check is required.

KEY COMPETENCIES
• Excellent communication and customer service skills
• Proficient computer skills
• Extremely well-organized and efficient in managing multiple responsibilities
• Highly detail-oriented with an eye on quality
• Self-starter with strong creative problem-solving abilities
• Flexible and adaptable to a fast-paced dynamic work environment

MCRC provides a comprehensive benefits plan including employer sponsored medical, dental and vision benefits, employer paid life Insurance and disability benefits, paid vacation, 15 paid holidays and a retirement plan. This position is eligible for a hybrid schedule consisting of three in-office and two remote days.

Mi Casa Resource Center is an equal opportunity employer.
Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by July 22, 2022. Interviews may occur as qualified candidates apply.