

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 to opportunity for low-income and underserved individuals. In 1976, seven mothers and one father living in West Denver founded what would become Mi Casa Resource Center. MCRC has grown to deliver programs that advance economic self-sufficiency for the entire family. As one of Denver's largest and longest-standing Latino-led and serving organizations, we have earned community trust by providing culturally competent services grounded in community need.

Our Business and Career Pathways programs support economic growth. Career Pathways trains, supports, and connects low-income jobseekers to high-demand careers that meet their personal and professional needs. Business Pathways combines trainings, consulting, and wraparound services for underserved business owners and entrepreneurs at every stage. With MCRC's support, participants gain the education and skills needed to generate income, move up career ladders, and build wealth through business ownership.

WHY WORK AT MI CASA

- Be part of an organization and team culture that values employee input, makes data informed decisions, cares about the community, and has fun while doing it.
- Paid time off! MCRC offers three weeks of vacation time per year (accrued), two personal days, health days and 15 paid holidays including our year end closure from Christmas Eve to New Year's Day.
- Amazing benefits such as major medical insurance, dental and vision insurance, employer paid short term and long-term disability plans and a 403(b)-matching program. We pay 100% of medical premiums for employee coverage.
- A stipend for professional development and a team that will support your growth.
- Opportunities to participate in committees such as workplace culture and safety.
- Hybrid schedule that currently includes two days remote and three days in the office. However, as we are a direct service organization, it is important that we offer face-to-face services for the community we serve.

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.

Mission: Creating pathways to opportunity.

Vision: We envision a community where all people have the power to achieve their economic goals and realize their dreams.

- 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.

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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 September 30, 2022. Interviews may occur as qualified candidates apply.