



Job Title: Adult Education and Data Specialist

Reports to: Productive Parents Program

Employment Status: Full time / Hourly (40 hrs. per week, may include evenings and weekends)

FLSA Status: non-exempt

Salary: \$37,00 to 45,560 – Includes eligibility for Health, Dental, Vision, & Life Insurance Benefits with generous paid leave.

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant families to become full participants in their community. Our vision is an integrated community where everyone has access to opportunities and pathways to success. We implement this mission through our five programs: Healthy Families, Engaged Citizens, Successful Children, Productive Parents, and Democracy in Action. Our work is sustained by our respect for human dignity and our belief in empowering immigrant families. Located in Round Lake Park, Mano a Mano now serves more than 10,000 immigrant families annually from across Lake and McHenry Counties. Mano a Mano also has a satellite office in North Chicago and other community-based sites across Lake County.

Position Summary:

Under the supervision of the Productive Parents Program Coordinator, the Adult Education Specialist will support the Education team in implementing Mano a Mano's Productive Parents Program's initiatives. These initiatives include the Community School for Parents, which offers English as Second Language instruction, computer skills training, and GED programming; job readiness training; and case management. The Adult Education specialist will ensure the achievement of program outcomes, schedule training sessions, recruit and provide case management to program participants, coordinate the recruitment and training of volunteers, and collect data on program participation, demographics and other duties as needed.

Essential duties and responsibilities:

1. Create and maintain Data base systems/ reporting

- Update and maintain organized records of students, instructors, classes, and institutional reports (digital and physical).
- Ensure that databases and filing systems remain accurate, accessible, and reliable for reporting and program evaluation.

- Standardize filing processes, implement controls, and ensure backups to safeguard the integrity of institutional information.
- Maintain appointment schedules, documents pertinent client information in appropriate client tracking data base and/or electronic records, files intake and other case records.
- Provide accurate information for monthly, quarterly and annual reports.

2. Education Quality Class Support and Monitoring

- Maintain clear and consistent communication with instructors and students, ensuring they have the necessary materials, immediate technical support, and on-site assistance during classes.
- Provide in-person support during key moments: welcoming students, facilitating resources, supporting class closures, and ensuring a positive learning experience.
- Oversee and update intake forms and databases, guaranteeing complete and reliable records.
- Establish and maintain close communication with partners, strengthening collaboration and ensuring that external alliances directly benefit instructors and students.

3. Volunteer Program and Education and Career Coach Support

- Support Volunteer, internship and ECC initiatives, to guarantee quality and efficiency in program services.

4. Social Media and Marketing Support

- Support scheduling and monitoring social media posts to expand outreach and encourage community members participation.

Qualifications:

- Processing data information skills related field experience preferred.
- Two years of community services, case management, or related experience preferred.
- Previous experience in a non-profit setting is preferred.
- Bilingual Spanish/English required.
- Excellent adaptation to a variety of circumstances, situations, scenarios.
- Good computer skills. Proficiency with Microsoft Office programs, Data systems such as Salesforce, Apricot or charity tracker.
- Must be detail oriented with good organizational skills.
- Excellent communication skills (verbal and written).
- Excellent interpersonal skills.
- Problem solving skills.
- Must have access to a vehicle, valid driver's license and proof of insurance to perform essential job functions.
- Ability to multitask within a fast-paced environment and meet multiple deadlines simultaneously.
- Demonstrated courtesy, patience, and good judgment under pressure.
- Ability to work effectively with diverse individuals and groups.

Qualifications and skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The individual must be bilingual (English and Spanish), must have excellent people and computer skills, be able to understand community needs, demonstrate ability to communicate effectively in both English and Spanish, have strong problem-solving skills, a good attitude and excellent office skills.

Education:

High school diploma, office and computer training. Experience in organizing and planning events, excellent oral skills in massive presentations. (or any combination of all the above).

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to operate normal office equipment and use a computer for extended periods of time.

Mano a Mano Family Resource Center offers a very generous benefits packet to our professionals:

- Blue Cross Blue Shield Medical Coverage: HMO, Traditional PPO
- Dental and Vision Insurance Options
- Life Insurance
- 10 paid Holidays
- Summer Hours
- Paid Time Off (PTO)
 - Vacation
 - Mental Wellness Days
 - Sick Time

- Bereavement Leave
- Training and Professional Development
- Wellness Initiative Program

Transportation: Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver's license. Job-related travel will be reimbursed on a monthly basis.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability. Mano a Mano, Family Resource Center has an affirmative policy to maintain the workplace free of sexual harassment and intimidation.

To apply submit your cover letter and resume to Carla Rosales, Director of Operations and Human Resources croales@mamfrc.org