



Job Description

Position Title: Metro Program Administrator (Bilingual Preferred)

Status: Non-Exempt

Reports To: Program Director

Position Summary

This position is responsible for supporting the Program and/or Area Managers in all areas of program implementation, volunteer management and recruitment and administrative duties. This position is also responsible for performing general office duties, maintaining up-to-date volunteer records, contacting all new volunteer applicants to orient them to the program and their volunteer assignments.

SMART's Commitment to Equity

As an early literacy program focused on helping children succeed with reading and learning, SMART can't ignore that deep racial, cultural, social, and economic inequities in our country and state make it harder for some children to succeed compared to others. SMART's vision is an Oregon in which every child can read and is empowered to succeed, and we are making equity a top priority. As part of this, we particularly seek staff members, volunteers, and board members whose personal or professional background gives them a unique perspective to further SMART's work in serving children of color and children from other marginalized groups.

PRIMARY RESPONSIBILITIES:

Volunteer Management:

SMART is possible because more than 5,000 volunteers contribute their time, energy and experience to helping us carry out our mission; that means volunteers account for nearly 100 percent of the people working on the ground to deliver SMART's proven literacy support and book program. Because of this, ALL SMART employees work and interact with volunteers in varying capacities. SMART employees understand the value of our volunteers and ensure their interactions with volunteers are appreciative and professional.

- Because volunteers are donating their time and talents to SMART, employees may need to be flexible and solution-oriented when it comes to expectations around deadlines, communication, ability to attend meetings, etc.
- SMART employees publicly acknowledge the importance of volunteers to the organization, providing ample recognition and praise for their contributions when speaking about SMART in external settings.

Metro Program Support (40-50%)

- Support Program Managers and/or Area Managers in recruiting and training volunteer Site Coordinators

- Support managers and site coordinators in delivering SMART programs
- Support actions to meet annual volunteer retention and recruitment goals
- Maintain up-to-date volunteer records, compile statistical data and create reports · Assign schools for all new volunteer applicants
- Be the “voice” of SMART as the initial contact for public inquiries about SMART and ongoing support for Metro volunteers including but not limited to responding to Metro@getsmartoregon.org and answering the Metro phone line.
- Assist with meeting and training logistics – notices, preparation, minutes, follow-up; participate in coordinator training as assigned by Program Manager and Volunteer Resources Manager.
- Develop and implement recognition plan to recognize Site Coordinators and other volunteers · Maintain positive public relations for SMART in the local community
- Generate support and awareness for SMART in each neighborhood or community served
- Volunteer recognition

Statewide Program Support (40-50%)

- Lead day-to-day processing of statewide volunteer application processing, including Raiser's Edge entry, with direction from the Technology & Data Systems Manager
- Provide support for database management
- Statewide committee and workgroup support/contribution - Especially with Virtual Programming

Office Management, and Other (10%)

- Perform general office duties and administrative support, including answering incoming phone calls, photocopying, filing, compiling and distributing materials, ordering supplies, preparing merged mailings, archiving records, etc.
- Maintain up-to-date records, compile statistical data and create reports
- Other duties as assigned

REQUIRED KNOWLEDGE & SKILLS

- Strong verbal and written communication skills
- Ability to work with school, business and community leaders
- Must be able to work independently and on a team
- Strong computer skills, Windows-based computer software applications in word processing, spreadsheets, database, e-mail and presentation software. Ability to learn and use Raiser's Edge database
- Strong attention to detail

PREFERRED QUALIFICATIONS

- Team member able to handle multiple projects and duties
- A sense of service and commitment to helping the children of Oregon learn to read · Experience in recruitment, supervision, and evaluation of volunteers
- Bilingual/Spanish strongly preferred

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is occasionally required to stand, walk, and/or sit. The employee must occasionally lift and/or move up to 25 pounds. The noise level in the work environment is usually moderate.