

Hotline Referral Specialist – Bilingual Spanish

Seeking individual for 20 hours per week benefits eligible position. This position ensures that each person who contacts the Adult Literacy Hotline receives accurate and appropriate referrals to Adult Basic Education (ABE) programs in their area and that volunteers receive timely and accurate information about training sessions.

Responsibilities for the **Hotline Referral Specialist** include, but are not limited to:

- Answer incoming English and Spanish phone/email/text requests for referrals to ABE (GED prep/high school equivalency, job training, citizenship, and technology classes) & ESL (English-as-a-Second-Language) programs, return messages.
- Track volunteer and learner calls/texts/emails and record results of caller surveys electronically.
- Update ABE program information on the hotline website to ensure accurate referrals.
- Conduct hotline outreach for fairs, flyers, mailings, site visits, media and outreach materials.
- Work collaboratively with staff for hotline training, scheduling and other projects.
- Train staff members who do not speak Spanish on using phone interpreter service. Work with staff to ensure that this service is meeting hotline needs.
- Create training sessions and registrations on Click & Pledge and agency website.
- Main contact for training registration: respond to volunteer inquiries, registrations, cancellations, scholarship requests, make-up sessions, and reminder emails before trainings.
- Facilitate New Volunteer Information Sessions, follow up with participants.
- Send one-month follow-up postcards after trainings, write other reports as needed.
- Promote hotline at annual ABE Summer Institute conference (August each year in St. Cloud, MN).

Qualified candidate will have:

- Bachelor's or Associate's degree preferred.
- Minimum one year professional experience in an office setting.
- Fluency in English and a high level of proficiency in Spanish required.
- Ability to relate effectively with people of other cultures and varying educational backgrounds.
- Excellent computer skills with a minimum one year of experience in database management software. Familiarity with Salesforce a plus.
- Excellent problem-solving, communication skills, attention to detail and strong organizational abilities.
- Interest in and commitment to ABE/ESL.
- Ability to handle confidential information. Ability to multitask, prioritize, meet deadlines, work independently and as part of team.
- Ability to collaborate effectively with a variety of internal and external stakeholders
- Valid driver's license and reliable transportation required (mileage reimbursement available).

To apply, please submit resume and cover letter by January 17, 2017 to HR@mnliteracy.org. Please specify **Hotline Referral Specialist** in the subject line.

The Minnesota Literacy Council fosters an organizational culture that is welcoming and inclusive to all. See our full diversity and inclusion statement here: <https://mnliteracy.org/about/diversity-inclusion>