Program Coordinator, Portland Literacy Council

Position Summary
Portland Literacy Council (PLC) seeks a part-time Program Coordinator to keep our programs running smoothly behind the scenes. This person will manage class and training registrations, keep our volunteer, learner, and donor records accurate, maintain our donor database in Little Green Light, and track website, email, and social media results for our Board. The Program Coordinator works closely with the Executive Director, Communication Coordinator, and Program Directors.

About Portland Literacy Council
PLC is a Northwest Oregon nonprofit that trains volunteer tutors to support adults learning English, building foundational reading skills, and preparing for the GED. Our tutors serve learners across the Portland metro area, working with partners, including community colleges, libraries, and immigrant and refugee service organizations. We also work to connect newly trained tutors with placements at our partner organizations and learners to the programs they need. Key programs PLC offers include English as a Second Language (ESL), Foundational Literacy, and GED® test support and tutoring.

Key Responsibilities

Class and Training Registration (about 30%)

- Set up registration for Tutor Training and other PLC sessions
- Process registrations, send confirmations and reminders, and manage waitlists
- Track attendance and completion, and send follow-up materials to new tutors
- Answer inquiries from prospective tutors, learners, and partners by phone and email, and route questions to the right program lead
- Attend online sessions to gather attendance data when needed

Data Entry and Records (about 25%)

- Provide general data entry support across all PLC programs as needed
- Enter and update volunteer, learner, and participant records accurately and promptly
- Keep shared files and program folders organized so staff and Board members can find what they need

- Pull basic reports on participation, tutors trained, and outcomes for grant reports and Board meetings

Little Green Light Donor Database (about 15%)

- Record gifts, pledges, and donor contact updates in Little Green Light
- Prepare and send donation acknowledgment letters in a timely way
- Run donor lists and reports for campaigns, mailings, and year-end giving
- Coordinate with the bookkeeper so that gift records match financial records

Communications Indicators and Board Reporting (about 10%)

- Collect indicators from the PLC website, email campaigns, and social media accounts
- Enter results into the PLC indicator template and keep a running record over time
- Present indicators to the Board every quarter, and prepare ad hoc reports as needed, such as for the midyear fundraising appeal

Program and Office Administration (about 20%)

- Book rooms and coordinate materials for in-person and online sessions
- Support meeting logistics
- Schedule meetings and send meeting reminders as needed
- Monitor the general PLC email inbox and voicemail, and respond to or route messages
- Prepare correspondence, forms, mailings, and simple documents
- Order and track supplies and training materials
- Help with in-person tabling events and volunteer recruitment outreach as needed
- Identify ways to simplify our administrative processes and document how things are done
- Support the PLC Annual Conference
- Provide other administrative support as agreed

Qualifications

Required

- Two or more years of administrative, program support, or office experience, ideally in a nonprofit or education setting
- Strong attention to detail and a commitment to accurate, confidential record keeping
- Comfortable using AI tools to work more efficiently

- Comfort with databases, spreadsheets (Excel or Google Sheets), and online registration or form tools
- Clear, friendly written and spoken communication with people from many backgrounds
- Ability to manage several tasks at once, meet deadlines, and work independently

Preferred

- Experience with Little Green Light or other donor databases
- Experience with Constant Contact
- Experience pulling data from website analytics, email platforms, or social media dashboards
- Familiarity with adult education, ESL, literacy, or volunteer programs
- Experience working with immigrants, refugees, or adult learners

Position Details

- Estimated hours: About 20 per week, scheduled by the contractor
- Contract length: 12 months, with the possibility of extension
- Works with: Executive Director
- Location: Remote, based in the Portland metro area, with some in-person events
- Rate: $25 per hour
- Start date: Flexible, no later than December 1

Some evening or weekend hours may be needed to support trainings and community events.

How to Apply

Please send a resume and a short cover letter describing your interest in PLC and your experience to ccarr@portlandliteracy.org. Applications will be reviewed on a rolling basis until the position is filled.

Portland Literacy Council welcomes applicants of all backgrounds.