



Schmid Innovation Center
900 Jackson Street, Suite LL5-1
Dubuque, Iowa 52001

Position Description

Position Title: Hospitality and Scheduling Coordinator
Reports to: Executive Director
Organization: Presentation Lantern Center
Schmid Innovation Center
900 Jackson St., Ste. LL5-1
Dubuque, Iowa 52001
Hours: 34 hrs./wk. (occasionally more for special events)
Mon, Wed & Fri from 8 a.m. – 2 p.m.; Tues and Thurs from 11 a.m. – 7 p.m.
Pay: \$14/hr.
Benefits: 4 weeks of vacation includes 1 week at Christmas, and 3 weeks in August
Five holidays off: Christmas Day, New Year's Day, Memorial Day, Independence Day,
Thanksgiving Day
8 days leave (sick, vacation)
Start Date: March / April 2017

General Description

As general assistant to the Director, the core duties of the Coordinator involve managing the English as a Second Language (ESL) tutoring schedule, managing volunteers, communicating to immigrants, welcoming individuals to our center, providing hospitality and light housekeeping.

Essential Job Functions

- Welcomes the public, including immigrants to the center
- Manages schedule of the center's ESL language tutoring program (including matching volunteers to immigrant students, managing schedules and cancellations, record-keeping, etc.)
- Assists Director with intake of new volunteers and new immigrants to the center
- Assists Director with volunteer management, and student management
- Prepares reports of volunteer hours and English language learning hours
- Prepares refreshments
- Performs light housekeeping duties to maintain a clean and organized environment
- Answers the business phone, and manages the center's general email account
- Maintains confidentiality of immigrant information and other sensitive information
- Identifies immigrants' needs, and where s/he cannot address these needs, refers these needs to the Director
- Assists Director in other areas as needed to ensure successful day-to-operations of the center

Knowledge, Skills and Abilities

- Proficient in Microsoft Office programs, especially Microsoft Word. Microsoft Excel, Publisher and PowerPoint an asset. Proficient in typing.
- Strong written and verbal interpersonal communication skills
- Ability to speak in plain English so that English as Second Language speakers may easily understand
- Proven ability to exhibit professionalism, patience and tact in communications to internal and external stakeholders
- Strong organizational skills, including ability to prioritize tasks in a busy environment and remain calm under pressure
- Ability to consistently demonstrate flexibility and navigate unexpected changes gracefully
- Passion for diversity and offering welcome to immigrants. Desire to continually learn about the immigrant experience.
- Commitment to serve all people regardless of nationality, gender, political opinion, religion, race, sexual orientation, educational/health/economic status, physical disability, English language ability or any other factor
- Dedication to the mission and values of the center, as well as those of the Sisters of the Presentation

Education and Experience

- High school diploma required. Bachelor's degree preferred, but not required.
- Experience managing volunteers, or significant experience working as a volunteer
- Past work experience with a non-profit organization
- Experience in clerical / administrative work, in an office environment
- Multicultural experience, preferably demonstrated by someone who has lived and/or traveled abroad.
- Experience working with, and/or communicating with, immigrants or people of other nationalities
- Experience studying a foreign language. Bi-lingual English-Spanish highly preferred, but not required.

How to apply

- Application due by Monday, February 20th, by email to hireatlantern@gmail.com
- Submit: 1) Application, 2) Cover Letter, 3) Résumé and 4) Questionnaire
- For Position Description, Application and Questionnaire, please visit www.presentationlanterndbq.org. The materials and links can be found on the homepage.
- For questions, please call Presentation Lantern Center at (563) 557-7134 and ask for Sarah, Executive Director

About Presentation Lantern Center

The Presentation Lantern Center is a drop-in center offering hospitality, educational opportunities and advocacy to adult immigrants, especially women, who are striving to better their lives. The center is sponsored by the Sisters of the Presentation of Dubuque, Iowa, and financially supported by the Sisters of the Presentation, individual donors, grants and the hours donated by its many volunteers. Staff include a full-time Executive Director and two part-time staff.