

Job Description: Program Assistant

Literacy Volunteers of the Montachusett Area (LVMont)

Position Summary

The Program Assistant plays a key role in supporting the daily operations of Literacy Volunteers of the Montachusett Area. Working closely with the Executive Director, this position helps ensure high-quality program delivery and adherence to grant requirements. Ideal for a highly organized and detail-oriented individual, the Program Assistant will support adult learners and immigrant communities by assisting with program management, providing administrative support, and maintaining clear communication with staff, volunteers, and students. Responsibilities may include coordinating schedules, reporting, conducting research, helping organize program initiatives and events, and fostering smooth collaboration with the Executive Director.

Schedule: Part-time, 10 hours per week for 45 weeks per year. The position is based at Fitchburg City Hall, with flexible workdays to be arranged in coordination with the Executive Director

Pay: \$20/hour

Responsibilities

The Program Assistant will work with the Executive Director to:

- Maintain accurate records for students, tutors, and program activities.
- Match students with tutors based on availability, goals, and skill level.
- Coordinate, schedule, and track required student assessments; conduct assessments as needed.
- Communicate with students about enrollment, scheduling, attendance, and program updates.
- Collect and report tutoring and conversation circle attendance.
- Support grant compliance by organizing and maintaining required data and documentation.
- Assist with program logistics, administrative tasks, and special initiatives.
- Provide operational support to the Executive Director to ensure smooth program delivery.

Requirements

- Excellent interpersonal and communication skills, with sensitivity to the needs of adult learners, immigrants, and diverse populations
- Ability to handle confidential information with discretion and professionalism
- Strong clerical, organizational, and data management skills
- Research skills to support outreach, volunteer recruitment, and potential funding opportunities
- High level of professionalism, reliability, and attention to detail
- Ability to work independently while collaborating effectively with the Executive Director

Preferred Qualifications

- Bachelor's degree
- Experience working in adult education, nonprofit organizations, or community-based programs
- Familiarity with google docs and sheets, dropbox, Canva microsoft and basic reporting
- Bilingual or multilingual skills a plus

This position is funded for an initial one-year term through grant support. Renewal beyond the first year will depend on continued funding availability. The role represents an important investment in expanding access to adult literacy services, and we are seeking a candidate who is passionate about community impact and committed to helping build sustainable growth.