

Distance Learning Coordinator

New Readers Press

Interested candidates must submit a cover letter and résumé along with an online application to be considered for this opening.

This position is based in Syracuse, New York, with consideration given to the option for a hybrid 3 days on-site/2 days remote work schedule for candidates living in the metro Syracuse area, or a fully remote work schedule for candidates living outside of the metro Syracuse area.

About ProLiteracy / New Readers Press

ProLiteracy is the largest adult literacy and basic education membership organization in the nation and the leading resource and champion for adult education and literacy worldwide. ProLiteracy changes lives through the power of adult literacy, providing advocacy, professional development, programming, and educational materials to adult literacy programs in the U.S. and 20 developing countries. New Readers Press, the publishing division of ProLiteracy, is an industry leader in developing and distributing educational materials for adult basic skills and high school equivalency preparation.

General Summary

ProLiteracy is seeking a new Distance Learning Coordinator to oversee online learning student success and implementation for distance learning educational services with New Readers Press digital curriculum. This position will be responsible for coordinating and scheduling classes for student cohorts seeking high school equivalency and implementing distance learning partnerships from initial application to final exams.

You will work as part of a digital implementation and support team supporting a diverse group of people and performing a broad range of duties with frequently shifting priorities in a newly created position. The Distance Learning Coordinator must share our commitment to and investment in improving literacy and education for adult students worldwide.

The ideal candidate is a flexible, creative, organized, and dependable self-starter with strong interpersonal communication skills. The successful candidate is a highly organized, motivated person with a passion for adult education. This position requires strong attention to detail, problem-solving skills, above average computer skills, and a desire to continuously learn and develop new and unfamiliar business policies and procedures.

308 Maltbie Street, Suite 100, Syracuse, NY 13204
315.422.9121 TEL | 315.422.6369 FAX

What you will do in this role:

- Develop a strong understanding of the features, functions, and onboarding process for New Readers Press digital curriculum products.
- Aid in development of new processes and procedures for ProLiteracy distance learning services.
- Responsible for student success in online learning programs including registration, orientation, onboarding, diagnostic assessment, placement, and testing of students participating in distance learning services.
- Collaborate with staff to provide ongoing support to participants and monitor student progress using digital curriculum to ensure student success.
- Monitor and analyze usage and data trends to communicate successes and make recommendations for improvements.
- Ensure the timely and successful delivery of onboarding and training based on established processes for all participants.

Skills required for the role:

- Bachelor's degree or equivalent experience
- 2 years + experience in adult education
- Experience with High School Equivalency (GED/HiSET) education administration preferred
- Experience in student advising or customer success for distance educational programming in an online environment
- Advanced computer skills required
- Ability to communicate clearly and professionally
- Organized with a strong attention to detail
- Flexible with strong interpersonal communication skills
- Excellent analytical, problem-solving, and time-management skills
- Motivated self-starter, takes initiative, and works well both independently and as part of a team
- Willingness to learn and adapt to a changing environment

The exact salary that will be offered to the Distance Learning Coordinator will be determined based on a consideration of the successful candidate's skills, experience, and geography and aligned with ProLiteracy's compensation policies. Please send a cover letter and resume to HR@proliteracy.org.

ProLiteracy believes every adult has the right to literacy. Our mission is to help adults gain reading, writing, math, and digital skills, with the intent of giving them the power to impact

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major social issues and change the world around them. We believe education leads to equal opportunities, liberties, and protection under the law, and that we must stand up against bigotry, racism, and hatred.

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