



Position: Operations Coordinator

Reports to: Director of Operations

Status:

Non-exempt, 20 hours/week

Hourly rate: \$18/hour

Project: VISION is a nonprofit organization with a mission to help youth of Chicago's Greater Chinatown community achieve their full potential by providing them with tools for educational, personal, and civic development. PV serves over 400 middle and high school youth each year out of its two Chinatown youth centers as well as three local school-based sites. We are seeking a mission-driven individual to join our team as the Operations Coordinator.

The ideal candidate will have a commitment to our mission and willingness to be flexible and responsive to the needs of a growing organization.

The Operations Coordinator supports the day to day operations of the organization. Under the supervision of the Director of Operations, the Coordinator will primarily support front desk duties, facilities needs, parent communications, and other administrative functions as needed.

Primary Functions:

- Manage the front desk/ reception area of the Youth Center
 - Greet visitors (including students, parents, staff, and other community members) and help field questions
 - Direct visitors to the appropriate staff members
 - Answer and direct phone calls
 - Oversee student sign-in and sign-out, and manage assigning students to tutors during daily after school tutoring
- Support facility needs across PV's two youth centers, including:
 - Securing and maintaining furnishings and equipment
 - Coordinating equipment maintenance/repairs
 - Coordinating housekeeping
 - Working with vendors and stocking supplies
- Manage parent communications in a professional manner:
 - Managing the organization's WeChat accounts and parent groups in conjunction with the Parent Engagement Coordinator and other program staff
 - Be familiar with program schedules and logistics, and support the Parent Engagement Coordinator with fielding questions and concerns coming through WeChat and other channels
 - Supporting staff with publishing a bi-weekly parent newsletter

- Provide general support to various staff teams by:
 - Translating materials from English to Chinese and vice versa
 - Serving as an interpreter to support parent meetings and workshops
 - Supporting the program enrollment process and be able to field questions from students and parents
 - Supporting the organization's community outreach efforts (e.g. gathering content for social media and other materials)
 - Supporting fundraising events and campaigns as needed

Qualifications:

- Minimum high school diploma or equivalent required with at least some college preferred
- Proficiency with Microsoft Office tools, Google applications
- Professional with excellent customer service skills
- Professional level proficiency in Chinese Cantonese and/or Mandarin required, and experience with Chinese translation and interpretation highly preferred
- Other qualifications for consideration will be:
 - Demonstrated strong interest in a nonprofit career
 - Values alignment with the organization, including commitment to its mission and goals and the issues of AAPI and immigrant youth and families and the local Chinatown community
 - Ability to problem solve, offering ideas and suggestions while working with team members to overcome challenges
 - Self-driven work ethic and resilience as demonstrated by exhibiting ownership of projects, taking initiative, and able to adapt to shifting priorities and needs of the organization
 - Strong organizational skills with attention to detail and capacity to manage multiple projects and occasional high volume of work with efficiency and without sacrificing quality
 - Positive attitude with ability to problem solve in the face of challenges and turn negative outcomes into learning opportunities
 - Comfortability with working independently but also able to work in a team environment and willing to ask for help when needed
 - Strong written and verbal communication skills

To apply, please send a cover letter and resume to us via email at careers@projectvisionchicago.org.

Project: VISION is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.