Student Engagement and Data Coordinator

Literacy Volunteers of Central Connecticut
New Britain, CT

Organization Overview

For over 48 years, Literacy Volunteers of Central Connecticut (LVCC) has empowered adults with the literacy and English language skills needed to achieve economic self-sufficiency. Each year, more than 300 students from over 47 countries learn through our free, community-based programs, supported by a dedicated network of volunteer tutors.

LVCC envisions a world where everyone has the literacy skills to thrive. Our programs help adult learners secure jobs, advance their education, obtain citizenship, and support their families—all through the power of literacy.

Position Overview

The Student Engagement and Data Coordinator plays a vital role in ensuring a smooth and effective experience for our adult learners from the first point of contact through program participation. This full-time position is responsible for conducting student intake and assessments, managing reporting and data systems, and supporting students' access to community and career resources.

The Coordinator will help maintain accurate data and compliance with funding requirements while contributing to a welcoming, student-centered environment. This position requires strong attention to detail, excellent interpersonal skills, and a commitment to LVCC's mission.

Key Responsibilities

Student Intake and Testing

• Conduct intakes for new and returning students, including orientation and placement testing, and manage intake scheduling
• Ensure intake process is aligned with best practices in adult ESOL and basic literacy education
• Identify students eligible for post-testing and proctor assessment sessions

Data Management and Reporting

• Enter and maintain student demographic, assessment, and attendance data
• Track student progress, testing timelines, and measurable outcomes
• Ensure data accuracy and integrity across all systems
• Generate reports to meet internal, state, and grant compliance requirements
• Use Excel (including pivot tables) and other data tools to analyze trends and produce actionable reports on key program metrics

• Provide training and support to volunteer tutors on database use and follow up to ensure timely and accurate report completion

Student Engagement and Program Support

• Provide one-on-one support to students related to goal setting and community resource navigation
• Assist with student follow-up and retention efforts
• Work closely with the Program Manager to support program operations, including:
  - Matching students with volunteer tutors
  - Coordinating and supporting classes and intake sessions
  - Assisting with planning and execution of program events
  - Performing additional duties as assigned to support program success
• Collaborate with staff and volunteer tutors to ensure student needs are communicated and addressed

Key Qualifications

• Bilingual proficiency with English and Arabic required
• Commitment to the mission and values of LVCC
• Associate's or Bachelor's degree, or equivalent experience in education or nonprofit administration
• High degree of computer literacy, including proficiency in Excel and spreadsheet-based databases; experience using pivot tables and generating reports required; experience with LACES LiteracyPro or CASAS testing program a plus
• Ability to build relationships with students from diverse backgrounds with varied citizenship statuses in a respectful, culturally responsive manner
• Strong organizational and communication skills
• Keen eye for detail and the ability to assess needs and solve problems

Salary and Benefits

The salary for this position is $42,000 annually.

LVCC offers a benefits package that includes paid time off (paid vacation, paid sick leave and personal days, holidays), dental, life, and short-term disability insurance, professional development opportunities, and mileage reimbursement.

Location

• This position is based at LVCC's main office in New Britain, CT, with travel to off-site intake or testing locations including Bristol, Meriden, Middletown, Southington, and Wallingford
• Reliable transportation (public or personal) is required

Schedule

40 hours per week, including 1 to 2 evenings per week.

To Apply

Please send a cover letter and resume to info@literacycentral.org with the subject line: Student Engagement and Data Coordinator Application.

LVCC is an equal opportunity employer committed to building a diverse and inclusive team. We encourage applicants of all backgrounds and identities to apply.