



Literacy Source Volunteer Position: Front Desk Assistant

Responsibilities

The Front Desk Assistant works at the front desk at Literacy Source when the Office Coordinator is out of the office. Some examples of this work are answering the phone, helping students who come into the office, providing bus tickets, and general front office support.

About Literacy Source

Literacy Source partners with adults working to gain skills and education to create new opportunities for themselves, their families, and the community. As a non-profit community learning center, we work towards an inclusive and equitable society providing education and opportunities for all adults. We provide free basic skills classes and one-on-one tutoring at our Learning Center in Lake City and in locations throughout Seattle. Our students range in age from 18 to 90, speak 50 languages, and represent 68 nations. 97% of our students are low-income and 88% are immigrants or refugees. All of our students share one common element – the desire to learn and achieve their goals.

Our Values

- Lifelong Learning: We believe that all adults can learn and grow.
- Equity: We create equal access to education because systemic injustices and oppression lead to unequal opportunities and barriers to participation.
- Inclusion: We foster an inclusive and multicultural space in which all cultures, traditions, social identities, and ways of knowing are respected and welcomed.
- Collaboration: We seek out the knowledge and experience of our community and work with others on shared goals.
- Integrity: We are honest and accountable to each other and our community.
- Celebration: We believe learning is fun and empowering and deserves to be celebrated alongside the community we're building together.

Required Qualifications

- Speak, read, and write at ESOL level 4/5 (ABE 2/3) or higher
- Have good attendance and be on time

- Be patient, friendly and calm
- Use email and a computer

Specific Description and Duties

- Smile and be friendly
- Help people with questions or concerns
- Register new students when they call or come in
- Give information about Literacy Source to anyone who asks
- Provide bus tickets for those who need them/are eligible
- Keep student information private
- Answer the phone
- Use a computer for internet, Google Docs, Microsoft Office, Microsoft Outlook
- Successful completion of 5 hrs hours of online and in person training
- Enjoy and feel personally comfortable working with a diverse community of adult learners.
- Sensitivity to others' backgrounds and cultures.

Time Commitment

- 2 - 3 hour shifts as needed to cover vacation and other absences

Report to

Office Coordinator: Denika Seet denikas@literacysource.org
Volunteer Program Manager: Caroline Socha, carolines@literacysource.org
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Literacy Source is an equal opportunity employer working towards a culturally diverse workplace. We strongly encourage applications from the BIPOC community, immigrants, refugees, women, people with disabilities, members of the LBGTQ community and other underrepresented and historically marginalized groups.

