



## Associate of Program Operations

PUENTE Learning Center is a place for learning, achievement and success. We are committed to making education and job training skills accessible to all. We offer classes for students ages 4 to 80+, from preschool to adults, including computer literacy, English as a Second Language, High School Diploma, a charter elementary school, and an after-school and summer programs. PUENTE is proud to be part of the Boyle Heights neighborhood, a primarily immigrant community, and serving over 95,000 students in our 36-year history.

PUENTE is seeking an exceptionally organized, detail-oriented, and passionate problem-solver to join our dynamic team as a Programs Operations Associate during an exciting time of organizational growth. The candidate will have interest in PUENTE's non-profit education programs and excited by the prospect of designing and supporting operations of our youth and adult programs as we continue to scale our growth in the Boyle Heights and East Los Angeles community.

Reporting to the Vice President of Programs, the Program Operations Associate will carry out the following tasks and responsibilities to support PUENTE's mission:

### **RESPONSIBILITIES**

- Provide program information to guests, instructors, students, and staff
- Provide a broad variety of administrative support to the VP of Programs including communicating and coordinating with external partners and community organizations
- Support and maintain efficient and user-friendly data management systems and other infrastructural support for PUENTE's youth and adult program teams
- Manage data and prepare reports for PUENTE's internal and external stakeholders
- Contribute to the improvement and adaptation of PUENTE's operational infrastructure to increase program efficiency
- Collaborate with other members of the PUENTE team to support the execution of other aspects of our work, including communications, outreach and website updates
- Establishes and implements short- and long-range department goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness; effects changes required for improvement.
- Compiles and collects data; enters information, including student information, into software databases; assures accuracy of input and output data; establishes and maintains automated records and files; initiates queries, develops spreadsheets, manipulates data and generates various computerized lists and reports as requested.
- Assists with registration duties as needed.
- Communicates with internal and external partners to exchange information, request and provide materials, coordinate activities and resolve issues or concerns.
- Assists with planning organization's events
- Assists in the organization and development of the school safety plan and other emergency procedures or plans to assure emergency preparedness; assists with safety inspections of school sites.

### **REQUIRED SKILLS/EXPERIENCE**

- Bachelor's degree or equivalent



- Knowledge in/experience with Student Information Systems and managing reports
- Proficient in Microsoft Applications, Google Workspace, Canva
- Outstanding written and oral communications skills
- Self-starter with demonstrated ability to deliver under time constraints or other pressures
- Excellent organizational skills –able to manage multiple responsibilities at once
- Ability to think outside of the box and devise innovative solutions to problems
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of planning and scheduling techniques.
- Ability to maintain confidentiality of records and information.
- Knowledge of telephone answering and referral services.
- Interest in learning about nonprofit operations and PUENTE’s mission
- Willingness to contribute across the board as an integral member of a small team
- Fluency in Spanish is preferred.

Hourly rate to commensurate with experience.

To apply, please send a cover letter and resume via email to Tesa Marquez, Director of Human Resources, at [tesa@puente.org](mailto:tesa@puente.org).

Review of applications will begin immediately.