

POSITION AVAILABLE: Guadalupe Adult Education Evening Program Floor Manager & Student Support Advisor

Guadalupe Center is a private non-profit which seeks to transform the lives of children and immigrant adults through education. The Adult Education Program empowers low-income adult immigrants to build literacy and numeracy, develop bilingual proficiency, and gain the knowledge and skills need for employment, self-advocacy, and civic engagement.

Position: Floor Manager & Student Support Advisor

Adult Education is seeking a highly organized, compassionate, and collaborative **Floor Manager & Student Support Advisor** to oversee evening program operations while supporting student success, volunteer engagement, and workforce transition services. The position develops partnerships with community organizations, supervises support staff, and helps students identify and pursue educational, career, and workforce pathways.

Qualifications:

- Exceptional attention to detail, organization, and follow-through.
- Strong work ethic with the ability to prioritize multiple responsibilities.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint), Google Workspace (Gmail, Google Sheets, Google Docs), and internet-based applications.
- Excellent customer service, communication, and interpersonal skills.
- Dependable, punctual, and able to work independently while exercising sound judgment.
- Demonstrated compassion, cultural humility, and commitment to serving low-income immigrant and multilingual adult learners.
- Ability to remain calm, flexible, and solution-oriented in fast-paced or changing situations.
- Experience supervising, training, or mentoring staff or volunteers preferred.
- Experience teaching and/or tutoring adult English language learners strongly preferred.
- Commitment to supporting and enhancing the volunteer experience.
- BEST (Basic English Skills Test) Administrator Certification preferred.
- Bilingual English/Spanish proficiency.

Responsibilities include:

Evening Program & Floor Management

- Oversee evening program operations to ensure a safe, welcoming, and supportive learning environment.
- Lead student assemblies and make program announcements.
- Troubleshoot and respond to student, volunteer, or operational concerns as they arise.
- Assist with hiring, onboarding, training, scheduling, and supervising evening program support staff (van driver and coffee person).
- Maintain accurate and up-to-date transportation routes and coordinate transportation needs.
- Proctor BEST testing, if needed.
- Assist with program data collection and reporting as required for grants and organizational outcomes.

Volunteer Coordination

- Coordinate orientation and initial training for all volunteers.

- Provide ongoing support, guidance, and recognition to volunteers throughout the program.
- Promote a positive volunteer experience by fostering effective communication and collaboration with instructional staff.

Student Success & Transition Services

- Meet individually with new students to identify educational, career, and personal goals.
- Document student goals and communicate them with instructional staff.
- Conduct student exit interviews and transition planning meetings in collaboration with instructional staff.
- Connect students with educational, workforce, and community resources that support successful transitions beyond the program.
- Assist students in navigating services related to employment opportunities, apprenticeships, work-based learning, and postsecondary education and training.
- Maintain resource guides and pathway information utilizing tools such as Career Coach, O*NET Interest Profiler, and other workforce planning resources.

Career & Workforce Development

- Maintain current information on workforce opportunities, career pathways, continuing education programs, and job postings.
- Maintain program bulletin boards and resource displays highlighting employment, training, scholarships, certifications, and community resources.
- Research and maintain knowledge of workforce and education pathway programs, including organizations such as DOPL, Return to Work (RTW), Proxima, Suazo Business Center, and other regional partners.
- Stay informed about high-demand occupations, employer-valued credentials, industry certifications, and workforce skill requirements.
- Serve as the program liaison with the Department of Workforce Services (DWS) and other partner agencies.
- Develop and facilitate workshops on topics including resume development, job search strategies, interview preparation, self-advocacy, workplace readiness, financial literacy, wellness and self-care, and career exploration, if needed.

Community Partnerships

- Build and maintain collaborative relationships with community organizations, workforce agencies, and educational partners under the guidance of the Program Director.
- Coordinate guest speakers and presentations that support student education, employment, and personal development.
- Collect, organize, and maintain current referral materials for community and social service resources.
- Perform other duties as assigned to support the Adult Education program.

Pay: \$20-\$23 / hr. DOE. Approx. 20-25 hours per week. M-Th evenings 5:00-9:30 PM required. All other hours negotiable.

Please send resume to Amber Christensen at amberchristensen@guadutah.org.

No person shall be denied services because of race, religion, color, sex, disability, age, or national origin.