

**POSITION TITLE:** Coordinator of Welcome Center

**QUALIFICATIONS:** Bachelor's degree with four to nine years of related work experience required. Prior work in the education sector or with family and community engagement. Experience in nonprofit or grassroots advocacy group is a plus. Outstanding interpersonal and team work skills; and strong organizational skills, including keen attention to detail. Well-developed written and verbal communication and listening skills. Demonstrated ability to work with diverse personalities and interests, in both individual and group settings, towards identifying and achieving mutually beneficial objectives and outcomes. Bilingual candidates preferred. .

**PERFORMANCE EXPECTATIONS:** Supports Richmond Public Schools (RPS) families with student registration, with a particular emphasis on the development of inclusive processes that supports non-English speaking families. Coordinates with relevant City agencies, non-profits, and other service providers in order to ensure effective collaboration of services in support of RPS students and families. Develops and oversees efficient processes for connecting RPS families to those relevant community resources identified amongst community agencies. Facilitates translation and language support for district, school and community needs. Designs and launches a Family Academy that provides training for parents and caregivers on special education processes, advocacy, and adult literacy. Oversees the design and implementation of the course offerings for the Family Academy. Manages the staff of the Welcome Center by establishing office norms, individual performance goals, and establishing a culture of continuous feedback. Oversees the daily operations of the Welcome Center, ensuring that all RPS families entering the Center are greeted, welcomed, and connected to the appropriate resources. Develops clear, specific, and ambitious performance targets for the Welcome Center; evaluates progress of the Centers programs and initiatives, holds relevant parties accountable for their progress, and helps adjust strategy and approach accordingly to achieve success. Performs other related duties as assigned.

**GENERAL DEFINITION AND CONDITIONS OF WORK:** Performs executive level leadership in an office environment. Work requires frequent standing, sitting, light lifting up to 10 pounds, walking, vocal communication for expressing or exchanging ideas, hearing to perceive information at a normal spoken word level, and visual acuity for preparing and analyzing written or computer data.

**REPORTS TO:** Chief Engagement Officer

**PAY SCHEDULE:** Unified Pay Schedule, Pay Grade 125

**LENGTH OF CONTRACT:** 260 Days (12 months)

**FLSA:** Exempt