



Program Coordinator – Match Advisor

Position Description:

Match Advisors support the adult learners and volunteers who participate in English In Action's Individual Tutoring Program. Employees in this role are responsible for facilitating effective and meaningful experiences for program participants. They welcome adult learners to our programs and assess their English language level and goals. They provide training and ongoing support of volunteer tutors. Match Advisors facilitate the initial meetings between learners and tutors, plan activities and trainings for participants, and help troubleshoot any challenges a tutoring pair may have throughout their match. Match Advisors work under the direction of the Individual Tutoring Manager and are supported by the Program Director.

This position works closely with other members of the program team and builds and maintains a trusting, inclusive, and high performing organizational culture. While an entry-level professional position, Match Advisors receive professional learning and skill-development opportunities to build confidence, skills and experience useful in professional work environments.

Organization Background:

English In Action is dedicated to building a stronger community and intercultural relationships through language development, personal empowerment and community engagement. We offer individual and group tutoring programs, which pair volunteer community members with adult immigrants who want to improve their English skills. While learning English is the beginning of our tutoring experiences, we believe that the relationships between our learners and tutors strengthen our community as a whole. Additionally, we offer digital literacy training in Spanish and activities to promote a connected and engaged community.

Our team is committed to creating a welcoming and caring workplace that promotes ongoing learning, trust and connection. We are part of the Chapman Foundation for Caring Communities program and place a high value on our strong organizational culture.

Our new home is the Center for Communication in El Jebel, a brand-new learning center opened in summer 2025 that honors the hard work of our participants and staff. Visit www.englishinaction.org to learn more.

Key Responsibilities:

Match Advising for Individual Tutoring:

- Interview learners and tutors in person and on phone prior to participation to identify schedule, goals and to lay groundwork for a positive tutoring experience.
- Administer language evaluations with adult ELL learners, along with other assessments to determine growth and program impact.
- Coordinate and troubleshoot with learners and tutors by phone and email (periodic check-ins and match advising)
- Facilitate initial meetings between learners and their tutors
- Support and monitor 50-60 active tutoring pairs, including exiting pairs when their tutoring experience is complete
- Co-lead/lead tutor trainings
- Organize learner and tutor records, including updating CRM/database
- Identify additional teaching and community resources for learners and tutors as needed
- Help plan and deliver activities and events for participants
- Work with Individual Tutoring Program Manager to continually improve the process of matching and supporting learners and tutors (improve materials, maintain resource collections, improve program processes, improve communications, etc.)

Other duties:

- Assist with planning and delivering activities intended to promote community engagement, including Fiesta de Tamales and Celebrating Our Students
- Prepare emails/communications to program participants or others, as needed (may include translation depending on language level)
- Assist with other programs, events and activities as needed, including representing the organization, making presentations, planning with staff, organizing and staffing program & fundraising events



- Participate in learning opportunities, including Caring Workplace foundational courses, as well as professional development focused on English language development and other job-related knowledge

Skills and Qualities:

- Proficient Spanish and English required (written and oral); other languages a plus
- Committed to a diverse, equitable, and inclusive work environment and organization
- Passionate about supporting immigrants and cross-cultural community building
- Advanced interpersonal skills, a positive and enthusiastic attitude
- Warm and welcoming approach
- Ability to inspire and encourage others to grow and try new things
- Highly organized, detail-oriented and reliable
- Ability to work independently and in close collaboration with colleagues
- Open to coaching and feedback to continually learn and grow
- Flexible with time and duties
- Computer knowledge (email, Word, Excel, CRM/Salesforce, with additional skills a plus)
- College or associates degree preferred, ideally in a related field; advanced degree a plus
- Ability to evaluate organization's programs and suggest improvements
- Prior nonprofit experience & knowledge of Roaring Fork Valley's social services preferred
- Committed to maintain participant confidentiality
- Background in ELL, education, social work or working with immigrants

Additional Eligibility Requirements:

Valid Driver's License in good standing and access to a vehicle or transportation for local travel.

**Work Environment:**

- This position is full-time (40 hrs./week)
- Work is based at English In Action's Center for Communication in El Jebel, CO, with some remote work around the Roaring Fork Valley.
- Hours are flexible, with most days consisting of office work Monday through Friday. Typically, Match Advisors work 1-2 early evenings a week, as needed based on learner and tutor scheduling. On those days, a later start time is encouraged to maintain work balance.
- Occasional weekend activities are required.

Salary and Benefits:

- Annual salary \$48,000-\$58,000, depending on experience
- Employer-sponsored health plan
- 4 weeks paid time-off to start, plus 10 holidays
- \$250 fitness stipend
- Employee assistance program for mental health

Application Process:

Submit a cover letter, resume and 2-3 references to Angela Hanley, Program Director. Email to info@englishinaction.org

Non-Discrimination Principles

English In Action is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment, such as hiring, work assignments, compensation, promotions, and training. We do not discriminate against applicants or employees on the basis of age, race, sex, color, veteran status, religion, sexual orientation, gender expression or identity, national origin, marital status, political affiliation, disability or any other status protected by federal, Colorado, or local law.

To learn more about our organization, visit www.englishinaction.org