



New Heights Educational Group

Educational Resources to Help Reach Your Goals

Resource and Literacy Center

Pamela S. Clark
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NHEG Engagement Facilitator Guidelines and Job Description

Position Description

The NHEG Engagement Facilitator will be based at NHEG in Defiance, Ohio. The role will include engaging community members in events and coordinating events.

Requirements

Excellent oral and written communication skills and customer service skills. Must have excellent Microsoft Office experience (Word, Excel, PowerPoint), excellent computer skills, and Google experience (All platforms: Gmail, Hangout, Drive, Documents, etc.)

Major Duties

- Design, develop, and maintain administrative processes and systems required for the effective coordination and support of NHEG.
- Collect, store, and maintain records of the student representatives in the NHEG Center.
- Support, organize meetings, and provide administration for the proper coordination of NHEG.
- Develop and maintain role records on incoming and outgoing center visitors.
- Create and up-keep a live volunteer database of all elected or appointed volunteers at NHEG.
- Collaborate effectively with the Director and HR Coordinator.
- Report Volunteer Database to administrative professionals of the center.
- Maintain strong customer service skills and interpersonal skills.
- Demonstrate character and professionalism at all times.

Fundamentals

– Evaluations

Your performance will be evaluated on the timeliness and efficiency your work is carried out in. Any concerns will be discussed with the appropriate recommendations made. In addition, your evaluation will be used as a determination of your continuing status and to highlight any areas that need improvement.

– Dress Code

You will dress appropriately and professionally for this position.

– Schedule



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Your hours will be worked out with NHEG and the Director of Virtual Development.

– Supplies(Soft/Hard)

Whenever possible, NHEG seeks out ways to provide necessary software. All software is for NHEG purposes only. Any special needs should be brought to the attention of NHEG staff.

– Conflicts

If you are experiencing difficulties during, or as a result of, your assignment, please contact NHEG to work out a solution. NHEG Engagement Facilitators are hired as temporary volunteers on an as-needed basis and are not considered permanent employees of the New Heights Educational Group Inc. Resource and Literacy Center. However, you are a valued member of our team, and we want you to have a positive experience while you are with us.

– Behavior

Conduct yourself in a professional manner and be aware of your communication skills, language, and behavior. All students and staff need to be treated with respect and dignity. Failure to do so will impact your status as a volunteer or tutor/teacher.

Volunteers' Rights

Every volunteer has the right to be treated with respect by the NHEG staff members. When a problem arises, all staff members will treat it with confidentiality and fairness.

Agreement Form

I, _____, have read the above NHEG Engagement Facilitator guidelines and job description of New Heights Educational Group and hereby agree to follow them. I understand that failure to do so would result in my discontinuation of service at any time as decided by the New Heights Educational Group.

Signature: _____

Date: _____