



Friends of Refugees

ROLE: RFL Program Administrator

STATUS: Part-Time, 26 hours per week

LOCATION: Onsite in Stone Mountain, GA (M-TH) with limited remote work

DIRECT SUPERVISOR: Refugee Family Literacy Manager

LAST UPDATED: March 12, 2026

Position Purpose

The **RFL Program Administrator** contributes to the daily operations of the Mommy & Me literacy program focused on multi-generational learning together to promote lifelong, familial language and connection. The Administrator will support the daily operation of Mommy & Me by assisting with welcoming students, enrollment and engagement, family support services, volunteer coordination, and general on-site program support. By helping with data tracking, family engagement, and program logistics, the Administrator will contribute to a welcoming, and effective learning environment for New American families.

Essential Job Functions:

Program Administration (75%)

- Create a warm, welcoming environment when greeting students, FOR guests, and volunteers.
- Orient new students on program routines, policies, and resources.
- Participate in planning and preparation for student registration for Fall and Spring semesters
- Capture student data (demographic and academic metrics), attendance, and update class rosters in information systems, including AirTable and Google Suite
- Contact students regarding attendance, enrollment, or family support, using interpretation/translation services as needed.
- Maintain and update key program documents, including adult attendance sheets, children's class lists, name tags, PACT lists, and orientation materials.
- Support special administrative projects (e.g. children's school photos, PACT book prep, and graduation certificates).
- Maintain and update RFL program calendars and assist with the planning, preparation, and coordination of program events.
- Collect stories of students and volunteers including quotes, narratives, and/or pictures as requested to support fundraising efforts and reports.
- Prepare Tea Time for students, supporting class transitions and other special programming.
- Substitute in children's classes and childcare during and after regular programming, as needed.
- Participate in organization-wide projects, FOR staff meetings and events, as approved by the supervisor.

- Anticipate and deliver support to the Mommy & Me Support team.

Volunteer Coordination & Facility Support (10%)

- Collaborate with FOR staff to recruit new volunteers, including representing the program at university fairs, community events, and other recruitment activities.
- Support the Refugee Family Literacy Manager with the orientation of classroom volunteers.
- Guide volunteers to the check-in area and ensure they are properly signed in before beginning their classroom roles.
- Support volunteer appreciation gifts and events.
- Assist in maintaining inventory across three program storage areas.
- Ensure classrooms, common areas, and storage areas are organized, stocked, and prepared for daily program activities.

Family Support (15%)

- Accompany family support staff and children's teachers on home visits and appointments
- Document and sync notes on family support needs, resources, and follow-ups from visits and meetings in information systems, including AirTable and Google Suite.
- Assist in updating and creating student resource materials that connect families to health services, children's programs, and community supports.
- Assist with ongoing Family Support data collection, including Needs Assessment for assigned families.

Competencies:

- **Hospitality-Driven:** Creates a warm, welcoming environment for New American families.
- **Cross-Culturally Aware:** Engages respectfully with people from diverse backgrounds, faiths, and ethnic groups.
- **Relational:** Strong interpersonal skills, building positive relationships with students, volunteers, and staff.
- **Organized & Detail-Oriented:** Manages schedules, materials, and program details.
- **Trustworthy & Discreet:** Handles confidential student information with sensitivity and professionalism.
- **Responsive Communicator:** Keeps staff, volunteers, and students informed of updates and needs.
- **Data-Confident:** Comfortable working with large data sets and maintaining accurate program records.
- **Flexible & Calm:** Thrives in a fast-changing environment, while maintaining a peaceful and supportive demeanor.
- **Mission-Aligned:** Values education and literacy as pathways to flourishing.

Experience and Qualifications:

- Strongly supportive of FOR's vision, mission, and core values, required.
- 2 years of work experience in a collaborative, administrative role that involved time-sensitive deadlines, organization, and attention to detail, required.

- Strong verbal and written communication and interpersonal skills; comfortable working in team environments, across departments, welcoming and interacting with large numbers of students, volunteers, and visitors weekly, required.
- Ability to quickly learn and work across various online platforms such as Google Workspace, WhatsApp, Airtable, and Canva, required.
- Fluent in English (spoken and written), required.
- 1-2 years of experience working with volunteers, required.
- Able to stand for extended periods and lift up to 15 lbs, required.
- At least 1 year of experience in a cross-cultural context or working with refugee, immigrant, or cross-cultural communities, preferred.
- Due to the cultural nature of the student population, female applicants only.