



USAHello Job Announcement - Online Education Coordinator

[USAHello](#) is a nonprofit organization on a mission to use technology to connect immigrant communities to the information and resources they need to thrive. This year, more than 2 million people across the country, and around the globe, visited USAHello's online platforms to find multilingual informational pages, study in our free self-paced online classroom to prepare for the GED and citizenship, and use our FindHello app to find local immigrant and refugee services.

Summary

As Online Education Coordinator, you will be responsible for USAHello's free, self-paced online classroom for immigrants. The online classroom currently enrolls 40,000+ students per year preparing for high school equivalency (GED) and/or U.S. citizenship. The classroom is currently undergoing a redesign process that includes updating curriculum and integrating new instructional design elements, as well as plans to expand to other content areas.

The ideal candidate for this position shares a commitment to the values and mission of USAHello. You bring an understanding of the lived experiences of immigrants and refugees in the United States and you are able to connect to diverse audiences. You are self-directed and determined, ready and willing to learn, experiment, bring new ideas and to sometimes fail and try again. You are able to manage projects and relationships successfully within a remote team context. You will use your experience in online learning, curriculum development and engagement with adult audiences to help make USAHello's online education platform a first in class resource for refugee and immigrant communities in the United States.

USAHello is a remote organization, offering high levels of flexibility and a supportive virtual work environment. This position is a part-time 25 hrs/week position that offers generous paid leave, retirement savings options, and a health care stipend.

Primary responsibilities

- Drive the strategy and execution of our classroom curriculum, working with staff and contractors to deliver a delightful online course experience for our target audiences. This includes working with tech, translation and instructional design partners.
- Identify new educational programming and tools tailored to the needs and interests of target audiences within the refugee, asylum seeker, and immigrant communities.
- Design program evaluation and outcome measurement systems appropriate to the content and audience of each course area.
- Conduct regular assessment and feedback gathering initiatives to ensure alignment with student priorities and needs.
- Develop collaborative partnerships with other organizations with issue area expertise to expand online education offerings.



- Oversee quality control, working closely with the translations manager to enter, proofread and test all content.
- Serve as the primary point of contact for all other individuals and external partners supporting classroom work including private contractors.
- Identify and implement opportunities to enrich user experience, including interactive elements, gamification, and badges.
- Develop opportunities to enhance student support within the context of a large scale online classroom environment.

Qualifications

- Experience in adult education curriculum development, preferably for English language learners.
- Experience with online learning as an instructor and/or administrator.
- Exceptional writing and editing skills.
- Familiar with plain language usage and have the ability to break down complex information and topics into accessible language and visuals.
- Bring knowledge and experience with exploring various online learning tools and be comfortable using, researching, and learning new technology.
- Capable of managing the content within our learning management system (LMS). While you won't need to be a tech expert, you should be comfortable working with our LMS and content management system.
- Willingness to work in a small dynamic organization in which all team members are expected to collaborate, stretch their skill sets, experiment and support one another.
- Understanding of the lived experiences of immigrant communities and needs of non-native English speakers, survivors of trauma and those with interrupted education.
- Fluency in a language in addition to English is preferred.

We encourage those who identify as immigrants, refugees, and asylum seekers to apply as well as those who identify as BIPOC and/or LGBTQ+. USAHello is a welcoming space.

Compensation/contract

- This is a remote position that can be based anywhere in the USA
- Part-time salary: \$30,000 - \$40,000, based on a 25 hour week
- 7 weeks paid time off per year (prorated based on hours worked/week)
- Flexible schedule
- Healthcare stipend
- Employer-sponsored retirement plan

How to apply

Qualified applicants should submit a resume and cover letter to hr@usahello.org. Inquiries about the job can be sent to the same email address; no calls please.