

Administrative Support Specialist

Division: Publishing & Programs

General Summary:

ProLiteracy Worldwide is seeking an Administrative Support Specialist to provide comprehensive administrative support for sales and membership operations. This role supports both the Publishing and Programs departments and fosters efficient operations and collaboration across teams while demonstrating strong organization, attention to detail, and responsive service.

What you will do in this role:

- Coordinate and track conference exhibit registrations for sales team
- Create publishing-related correspondence for royalty authors
- Communicate with internal and external stakeholders to track and support state-level compliance requirements.
- Process memberships and respond to member inquiries
- Assist with webinar scheduling and support
- Assist with data entry and data management in Salesforce
- Participate in team meetings and other projects assigned

What we are looking for:

- Associate's degree or equivalent combination of education and experience.
- Minimum two years of administrative experience
- Excellent communication and problem-solving skills
- Able to manage multiple priorities and adapt to evolving operational needs
- A self-starter with an excellent work ethic and can-do attitude
- Organized with a strong attention to detail
- Strong proficiency with Microsoft 365 (Outlook, Word, Excel, Teams)
- Experience with Salesforce preferred

Job Location, Compensation, & Benefits

ProLiteracy's headquarters is based in Syracuse, New York. Hybrid working arrangement is available for 3 days in the office and up to 2 days remote in accordance with our organizational policies.

This is a full-time non-exempt position with a salary range of \$45,000 - \$52,000 per year and is competitive and commensurate with experience with a generous benefits package. The exact salary that will be offered will be determined based on consideration of the successful candidate's skills and experience and aligned with ProLiteracy's compensation policies.

About ProLiteracy New Readers Press

ProLiteracy Worldwide changes lives through the power of adult literacy, providing advocacy, professional development, programming, and educational materials to adult literacy programs in the U.S. and globally. New Readers Press, the publishing division of ProLiteracy, is an industry leader in developing and distributing educational materials for adult basic skills, high school equivalency prep, English language skills, and workforce readiness.

ProLiteracy believes every adult has the right to literacy. Our mission is to help adults gain reading, writing, math, and digital skills, with the intent of giving them the power to impact major social issues and change the world around them. We believe education leads to equal opportunities, liberties, and protection under the law, and that we must stand up against bigotry, racism, and hatred. ProLiteracy is an equal opportunity employer and strongly encourages applications from people of color, persons with disabilities, women, and LGBTQ+ applicants.