



JOB ANNOUNCEMENT WISCONSIN YOUTH COMPANY FAMILY OUTREACH COORDINATOR

Wisconsin Youth Company (WYC) has an opening for a family outreach coordinator in Madison, WI. We are looking for an individual who is detail-oriented, displays strong customer care skills, and fosters teamwork to join our registration department. The successful candidate will work collaboratively with families while managing confidential information in an environment that demands efficient multi-tasking and problem-solving.

Position Summary: Wisconsin Youth Company offers 40 different out-of-school time programs yearly, in Dane and Waukesha Counties. Our registration team is the first point of contact for all families. The family outreach coordinator will play a vital role in ensuring that our programs are accessible to all families. This individual will be the primary contact for families receiving funding and partners providing funding. The family outreach coordinator provides exceptional customer service by playing a key role in developing and maintaining relationships with families through phone and email communications. This person serves as a liaison between community partners, funding sources and families by assisting with enrollment needs, account concerns and questions relating to programming and financial inquiries. The family outreach coordinator communicates financial assistance policies and procedures to families and other required information to financial assistance sources. This person also coordinates with accounts receivable.

Qualifications/Skills:

- Professional experience assisting families in navigating government benefits and social systems
- Talented at communicating with families in crisis or experiencing hardship
- Experience with databases; creating queries and reporting tools
- Proficiency in Microsoft Office Suite
- Exceptional customer care skills; demonstrating a resourceful nature and considerate responses
- Ability to problem-solve with families and other staff within company policies and systems
- Excellent verbal, written and interpersonal communication skills
- Bachelor's degree preferred with a concentration in social work, human services or related field
- Ability to communicate in English and Spanish, preferred

Employment Benefits: We offer a comprehensive benefit package for full-time employees including:

- Health and dental insurance
- Wellness benefit
- Company paid life insurance
- Company paid disability income coverage
- 403(B) plan – employee contribution
- School age child care benefit
- Generous vacation, sick/personal leave and holidays

Complete Benefit Summary available upon request

Family Outreach Coordinator: Year-round full-time position, starting at \$17 per hour, non-exempt
Standard business hours Monday-Friday, some evening hours as needed
Reports to registration director

How to apply: Apply online at wisconsinyouthcompany.org/staff/work-with-us/ or email your resume to hiringcommittee@wisconsinyouthcompany.org.

Equal Employment Opportunity and Affirmative Action Employer