

MAPS Education Coordinator (Operations & Registration)

MAPS Education team is seeking an organized, proactive, and detail-oriented individual to serve as the Education Coordinator. This role supports educational programs across all three MAPS branches, ensuring smooth operations through timely registrations, accurate billing, and clear communication. The successful candidate will be solutions-oriented, highly responsive, and able to implement policies and procedures that strengthen MAPS programming.

RESPONSIBILITIES

Program Support & Responsiveness

- Respond promptly and professionally to inquiries (email, text, phone, WhatsApp) within set service-level standards (e.g., within 24-48 business hours).
- Serve as the primary point of contact for registration, billing, and administrative support across all MAPS branches.

Registrations & Payments

- Set up registration for programs, courses, and events, ensuring timelines are clearly defined and met.
- Communicate registration deadlines, send reminders, and provide regular status updates to program administrators.
- Setup scholarships/discounts for eligible families according to MAPS policies.
- Coordinate timely payment processing for staff and instructors.

Policies & Procedures

- Develop, maintain, and enforce administrative procedures for registration, billing, and program communication.
- Ensure up-to-date documentation of workflows (SOPs) and train program administrators as needed.
- Establish standard timelines for program launch (e.g., registration live X weeks before start date, reminder emails sent X weeks prior, payment deadlines).

Communication & Promotion

- Draft and send communications to program administrators and participants.
- Coordinate with the MAPS Marketing team to promote programs via social media, website, and newsletters.

Coordination & Logistics

- Support new and renewing program operations, including reserving rooms, maintaining class rosters, creating registrations, and ensuring instructors are registered in the system.
- Track and report on registration numbers, payment completion, and administrative bottlenecks.

REQUIRED QUALIFICATIONS

- Excellent written and verbal communication skills in English.
- Highly organized, detail-oriented, and committed to meeting deadlines.
- Strong time management skills with ability to balance multiple programs.
- Proficient in Microsoft Office and digital communication tools.

PREFERRED QUALIFICATIONS

- Experience in program administration, customer service, or operations.
- Familiarity with nonprofit, education, or community-based organizations.
- Experience with registration platforms (MAPS uses ACTIVE).
- Knowledge of Muslim community dynamics and needs.
- Compensation: Commensurate with skills and experience
- Time commitment: 15–25 hrs/week

To Apply: Send resume to adam.jamal@mapsredmond.org