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| <b>Job Title</b>                      | <b>Program Coordinator</b>   |
| <b>FLSA Classification</b>            | Non-exempt   |
| <b>Employment Status</b>              | Regular, full-time   |
| <b>Wage Range</b>                     | \$19.78-\$23.24 per hour, depending on experience and education  |
| <b>Work Hours</b>                     | 40 hours per week. Monday-Friday, 9am-5pm with occasional need to flex outside of that to accommodate events.  |
| <b>Supervisor</b>                     | Associate Director   |
| <b>Office Location</b>                | Loveland, CO   |
| <b>Summary</b>                        | The <b>Program Coordinator</b> is a member of the administrative team at Project Self-Sufficiency. The Program Coordinator works closely with the Executive Director, Associate Director, and Program Director to assure excellent program implementation through the efficient and effective coordination of the direct service programs and supports for Project Self-Sufficiency families.  |
| <b>Essential Functions and Duties</b> | <p><b>Overall Program Coordination (45%):</b></p> <ul style="list-style-type: none"> <li>• Work with Program Director to implement annual Strengthen Scholarship Grant process; send/receive applications, maintain tracking, coordinate volunteer committees, and communicate with Participants and donors</li> <li>• Implement annual Holiday Family Sponsorship process: send/receive applications, maintain tracking, coordinate with donors and Participants, coordinate gift distribution</li> <li>• Plan and execute various communications with Staff, Volunteers, Donors, and Participants including applications, program guidelines, and processes</li> <li>• Receive in-kind donations; Communicate with Participants to distribute donations</li> <li>• Track data for programs and donations in Salesforce database</li> <li>• Develop and implement surveys for various evaluation needs</li> </ul> <p><b>“Cars for Families” Program Specific Coordination:</b></p> <ul style="list-style-type: none"> <li>○ Timely communication with potential car donors</li> <li>○ Manage program volunteer who evaluates potential donations and completes titling, registration, and paperwork for donated vehicles</li> <li>○ Process check requests for donated car repairs</li> <li>○ Outreach and relationship building for donated cars and discounted parts and labor</li> <li>○ Develop, maintain, and facilitate relationships with local mechanics including Aims Community College, local garages, and other volunteers</li> <li>○ Coordinates Cars for Families Committee and facilitates car application approvals</li> <li>○ Coordinates Participant Car repair needs and vendor payments with Advisors and volunteer</li> </ul> <p><b>Office Manager and Clerical Support (30%):</b></p> <ul style="list-style-type: none"> <li>• Provide exceptional customer service, ensuring organizational reputation and values are upheld; Ensure appropriate reception area coverage, including telephones, e-mail messaging and inquiry response within 24 hours, process and distribute mail daily</li> <li>• Assign advisor tasks related to outreach to new applicants</li> <li>• Respond to phone, email, and in-person inquiries from the community by providing appropriate information and resource referrals</li> <li>• Manage open office hours and Help Session times; Responsible for maintaining and</li> </ul> |

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|                      | <p>coordinating office coverage, including securing volunteers, as needed</p> <ul style="list-style-type: none"> <li>• Maintain office upkeep with a welcoming and tidy office environment; including managing office supply inventory</li> <li>• Assist with tracking donation distributions, bulk mailings, etc.; Partner with appropriate staff on execution of appropriate gratitude and social media exposure for donors, including Small Change Groups</li> <li>• Perform administrative duties and project support for the Executive Director, Program Director, Associate Director</li> <li>• Disseminate program-related information on community resources and events to appropriate staff and/or Participants</li> </ul> <p><b>Special Events (15%):</b></p> <ul style="list-style-type: none"> <li>• In partnership with Program Team, plan and execute Selfpower Celebration, our annual Participant recognition event: secure venue, date, food, volunteers, invites, program, speakers, etc.</li> <li>• Partner with development staff to plan and execute annual Donor and Volunteer Appreciation event</li> </ul> <p><b>Volunteer Coordination (10%):</b></p> <ul style="list-style-type: none"> <li>• Receive and vet volunteer applications by assessing skills, desires, and best fit; process appropriate volunteer paperwork</li> <li>• Match, train, coordinate and supervise volunteers including office, tutor, event, and/or third-party volunteers; ensure volunteer hours are recorded in Salesforce database</li> <li>• Serve as staff liaison to Friends of Project Self-Sufficiency auxiliary fundraising group</li> <li>• Recruit volunteers for organization needs and events; build appropriate relationships with volunteers to engage and utilize volunteers to highest level of mission impact</li> </ul> <p><b>Other duties as assigned</b></p>                |
| <p><b>Skills</b></p> | <p>Customer Service:</p> <ul style="list-style-type: none"> <li>• Demonstrated skills in relationship building; enthusiastic and comfortable in interfacing with vendors, donors, and community organizations to promote the organization’s mission through events and presentations</li> <li>• Outstanding verbal and written communication skills with a customer service attitude towards staff, Participants, vendors, and volunteers; editing and proofreading outward facing materials</li> <li>• Excellent customer service skills, with the ability to be helpful, empathetic, and professional in interactions with a diverse customer base, including those in crisis</li> </ul> <p>Project Management:</p> <ul style="list-style-type: none"> <li>• Solid track record in successfully coordinating multiple services and programs</li> <li>• Excellent organization skills with the ability to plan ahead and be flexible; effective time management; following instructions; progress reporting</li> <li>• Attention to detail is critical, with a willingness to double-check accuracy.</li> </ul> <p>Team Work:</p> <ul style="list-style-type: none"> <li>• Strong commitment to teamwork and collaboration including clear and transparent communication and willingness to provide support in areas of need</li> <li>• Ability and willingness to have difficult conversations with team members to ensure conflict resolution and team cohesion</li> <li>• Commitment to demonstrate Project Self-Sufficiency values</li> </ul> <p>Self-Motivated:</p> <ul style="list-style-type: none"> <li>• Critical thinking, problem solving and troubleshooting skills</li> <li>• Extremely detail and process oriented</li> <li>• Ability to manage competing priorities with a “can do” attitude</li> <li>• Comfortable working on projects with a minimal amount of guidance</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Ability to follow standard operating procedures and ask for clarification when needed to avoid costly mistakes</li> </ul> <p>Technology Skills:</p> <ul style="list-style-type: none"> <li>• Demonstrated proficiency with computer software: Microsoft Office suite required; Adobe Acrobat Pro desired; Adobe InDesign expertise preferred;</li> <li>• Database experience: proficiency in data entry skills required; experience with Salesforce platform preferred.</li> </ul> <p>Spanish speaker preferred</p> |
| <b>Education and Experience</b>                  | <ul style="list-style-type: none"> <li>• High school diploma or equivalency is required</li> <li>• Associate or Bachelor degree in Business, or related field such as non-profit management, preferred</li> <li>• 2+ years professional experience coordinating programs or combination of education/experience required</li> <li>• Background in working with underserved populations preferred</li> <li>• Background/demonstrated knowledge in automotive field helpful</li> </ul>   |
| <b>Physical requirements/ Working Conditions</b> | <ul style="list-style-type: none"> <li>• Considerable time is spent at a desk using a computer terminal</li> <li>• Ability to have access to reliable transportation for local travel to various locations</li> <li>• Ability to lift 50 lbs.</li> </ul>   |
| <b>Additional Information</b>                    | <p>This is a 40-hour per week, hourly, nonexempt position based in the Loveland office. Benefit package includes 401(K) match, health, dental and vision insurance, Life and Disability Insurance, PTO and 10 paid holidays per year.</p>  |

For more details on Project Self-Sufficiency, please go to [www.bringthepower.org](http://www.bringthepower.org)

*Project Self-Sufficiency does not discriminate on the basis of race including hair texture, hair type, or a protective hairstyle commonly or historically associated with race, such as braids, locs, twists, tight coils or curls, cornrows, Bantu knots, Afros, and headwraps. Project Self-Sufficiency also does not discriminate on the basis of, color, ethnicity, religion, gender, gender identity, gender expression, sexual orientation, national origin, military or veteran status, age, physical or other disabilities, or any other characteristics protected under federal, state, or local law.*