



Program Support Specialist (Management Consulting Support and Shared Space Management)

Position Description

This Program Support Specialist position at 501 Commons provides administrative and project support to the Management Consulting and Human Resources programs, as well as manages the Shared Event Space program. They are responsible for assuring that new service inquiries from nonprofit clients are promptly and appropriately responded to and go through a defined intake process. The position also provides some executive assistance for the Director of Management Consulting, Human Resources Manager, and Management Consulting Manager. The position will report to the Director of Management Consulting & Services. This is a great opportunity for an individual looking to gain experience and further develop their career in nonprofit management, human resources, or event space management.

Essential Functions

- Responds to prospective client inquiries in a timely and appropriate manner
- Facilitates and ensures the client and/or project intake process is completed according to 501 Commons' standards
- Works closely with Program Managers in determining capacity for new clients
- Conducts routine client satisfaction surveys and other information gathering efforts
- Identifies opportunities and actively promotes all 501 Commons' services to existing and prospective clients
- Maintains accuracy of program-related information in databases or other records
- Facilitates communication, meetings and projects among team members
- Provides executive assistance to Director of Management Consulting, Human Resources Manager, and Management Consulting Manager
- Supports logistics and setup of program-related events and workshops, including travel and venue arrangements, materials preparation, follow-up and more
- Provides admin support for training workshops
- Assists with reviewing and submitting monthly HR billing
- Supports internal 501 Commons HR administration by posting job openings, monitoring and facilitating communications with candidates, and assisting with new employees' onboarding.
- Manages all aspects of shared space reservations and use of meeting facilities at Pacific Tower, including communications related to room rentals, greeting and hosting renters, providing logistics and technology support, and facilitating requests to maintenance
- Updates content to Pacific Tower website, including rental policies, directions, pricing, and scheduling information
- Provides reports and invoicing support for rental activities
- Participates in various program-support projects as requested, serving as back-up for other Program Support and Administrative team
- Responds courteously to all reasonable work-related requests by supervisor and colleagues



Competencies

- Demonstrates active listening and fosters strong professional relationships with diverse audiences, including clients, peers, volunteers and supervisors
- Effectively communicates in written and/or spoken forms that are timely and complete
- Maintains and demonstrates a customer focus consistent with 501 Commons' values
- Uses good time and project management skills, demonstrated by meeting or exceeding deadlines; maintaining accurate calendars for self, team, and room reservations; and sufficiently anticipating tasks' duration
- Uses an organized and structured approach toward task and project completion.
- Appropriately prioritizes tasks and handles interruptions effectively
- Proficient in utilizing technology systems to manage time and projects

Qualifications

- Proficiency with Microsoft Office
- Experience with Salesforce – desirable
- Comfort with writing/editing for web

Work Environment/Physical Demands

This position operates in a professional office environment and routinely uses standard office equipment such as computers, phones, copiers and filing cabinets.

The physical demands required to successfully perform the essential functions of the job include: talking and listening; standing; walking; sitting for extended lengths of time; keyboarding; occasionally reaching and bending; lifting and carrying up to 50lbs; and driving.

A minor amount of local travel may be expected.

Work Hours and Compensation

This is a full time (40 hours a week) non-exempt position. Work schedule must include availability to greet renters beginning at 7 am when necessary. Compensation includes full benefits package. Pay range for this position is \$15-18, DOE.

Inclusiveness Statement

501 Commons is an equal-opportunity employer. We seek to recruit persons of diverse backgrounds and support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, gender identity, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, creed, religious beliefs or any other non-merit fact, so that all employees feel included, equally valued and supported.



Inclusiveness Statement

To apply for this position, please email a cover letter and resume, with the position title in the subject line, to jobs@501commons.org. We look forward to hearing from you!