Program Support Specialist (part-time, 20 hrs/wk)

Summary

Are you a people person interested in building a career while making a difference for nonprofits serving our community? Join the team at 501 Commons as a Program Support Specialist to help our financial services team provide excellent, knowledgeable service that achieves results for our nonprofit clients.

This position will fit a customer-focused, well-organized professional who thrives in a dynamic environment. As a member of the financial services team, you will focus on maintaining smooth program operations and ensuring our clients have the tools to succeed. Since you will be responding to diverse staff and nonprofit clients with urgent needs and various levels of capacity, your listening and communication skills must be well developed. This position works 20 hours per week.

Responsibilities

- Fields incoming requests from prospective or current clients, ensuring timely and accurate information and building relationships with the nonprofits we serve
- Maintains database records in Salesforce following established standard procedures
- Works closely with program manager to facilitate onboarding new clients and manage overall capacity
- Conducts routine client satisfaction surveys and other information gathering efforts
- Maintains accuracy of program-related information including maintaining including essential client data and various databases and paper records
- Facilitates communication, meetings, and projects among team members and supports program administration through scheduling and communications
- Supports invoicing process, including gathering program reports and work summaries, preparing and sending invoices, recording/processing incoming payments, and following up on past due receivables
- Actively tracks and manages the process flow of projects, prompting financial services associates to undertake necessary next steps, and handling necessary administrative tasks such as downloading bank statements and printing checks
- Participates in various program support projects as requested, serving as back-up for others on the administrative team
- Provides reception assistance as needed, including greeting guests, answering inquiries from the phone and email, and general office upkeep and organization
- Other duties as required

Competencies and Qualifications

Required

- Two years of administrative experience
- Proficiency in Microsoft Word, Excel, and Outlook
- Proven track-record of successfully managing tasks and projects that meet deadlines, achieve project goals, and show a high level of attention to detail
• Experience with databases, Salesforce preferred
• Ability to lift and move 30 points (required for meeting set-up)

Preferred
• Experience with bookkeeping tasks and/or knowledge of accounting functions
• Understanding of the nonprofit sector, as evidenced by work or volunteer engagement with nonprofit organizations
• Experience communicating effectively about complex information with highly diverse audiences
• Customer service experience

If your qualifications don’t match exactly to these requirements but you think you’re a good fit for the position, we still want to hear from you about why you’d be a great addition to our team.

What we offer
• Flexibility: Ability to set your own schedule in consultation with management within a M-F, 8 am - 6 pm timeframe
• Collaboration with a small but highly professional team with opportunities for professional development
• Benefits including generous paid time off, holiday pay, and access to employer-paid medical, dental, and vision coverage

Salary Range: $16-18/hour

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

501 Commons is committed to fostering an inclusive workplace where people of diverse backgrounds can fully utilize their talents to advance our mission. We are committed to fostering and supporting a workplace culture inclusive of people who face systemic oppression because of their race, ethnicity, national origin, gender, sexual orientation, gender identity, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs, or any other non-merit fact, so that all employees feel included, equal, valued, and supported.

To Apply
To be considered for this position, please submit your resume and cover letter to jobs@501commons.org with Program Support Specialist in the email subject line. We look forward to hearing from you!