



## Program Support Specialist

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**Title:** Program Support Specialist, Management Consulting & HR Services  
**Reports to:** Director of Management Consulting and Services  
**Classification:** Non-Exempt, Full-Time, 40 hours per week (1.0 FTE)

### 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 management consulting 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 of multiple priorities. As a member of the management consulting team, you will focus on maintaining smooth program operations and contributing to the overall efficiency, quality, and capability of our programs and services. 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. You will be called on to show initiative, persistence, and commitment to your team.

### Essential Functions

- Responds to prospective client inquiries in a timely and appropriate manner
- Works closely with Program Managers in managing client inquiries, overseeing intake of new clients, monitoring and following up on project milestones, and completing the intake process according to 501 Commons' standards
- Conducts routine client satisfaction surveys and other evaluation efforts
- Identifies opportunities and actively promotes all 501 Commons' services and events 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 and others as assigned
- Actively tracks and manages the process flow of consulting projects, prompts program managers to undertake necessary next steps for engagements in the sales pipeline
- Manages logistics and setup of program-related events and workshops including registration, food, travel, and venue arrangements, materials preparation, follow-up, evaluation, and helping colleagues in events hosted by other programs of the organization
- Coordinates Encore Fellows processes as required by the Director of Management Consulting.
- Participates in various program support projects as requested, serving as back-up for others on the Program Support and Administrative team
- Provides reception assistance as needed, including greeting guests, answering inquiries from the phone, and general office upkeep and organization
- Other duties as required



## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. He or she must be able to perform well under pressure and work positively to change and shifting priorities. The ideal candidate is also an independent thinker and self-starter who has foresight and anticipates needs. He/she must be a creative problem-solver and proactive decision-maker, and be quickly able to prioritize tasks.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Competencies

- Demonstrates good active listening with diverse audiences, including clients, peers, volunteers and supervisors
- Proactively communicates with clients, peers and supervisors in written and/or spoken forms that are timely and complete
- Possesses an existing or developable ability to “manage up”, meaning the ability to direct individuals supported towards the completion of required work and outcomes
- Is a self-starter who can learn to predict next steps required without prompting or a need to be managed
- 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 an accurate work calendar for self and others, and sufficiently anticipating tasks’ duration
- Highly organized, and can prioritize multiple tasks for various stakeholders while handling interruptions professionally
- Proficient in utilizing existing technology systems to manage time and projects
- Fosters strong professional relationships with clients, peers, and supervisors
- Ability to lift and move 30 pounds (required for event set-up responsibilities)
- Ability to perform routine office functions, including operating technology and equipment
- Represents 501 Commons in a professional manner, as demonstrated by appropriate appearance, grammar, disposition, and overall demeanor

## Qualifications

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

We know the right person for this role may not meet all our qualifications. If you think you could be a good fit, reach out and let us know!

## What we offer

- Partnering with a small but highly professional team with opportunities for professional development



- Benefits including generous paid time off, holiday pay, and employer-paid medical, dental, and vision coverage
- Salary Range: \$15-\$17 per hour, DOE

### **Inclusiveness Statement**

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to 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 identity, sexual orientation, 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](mailto:jobs@501commons.org) with Program Support Specialist in the email subject line. We look forward to hearing from you!