



## JOB DESCRIPTION

<b>JOB TITLE:</b> Program Coordinator	<b>DATE CREATED:</b> February 2021
<b>REPORTS TO:</b> Director of Programs	<b>DATE REVISED:</b>
<b>JOB STATUS:</b> Part-time (Up to 15 hrs./week)	<b>FLSA Classification:</b> Non-exempt (Hourly)

### GENERAL FUNCTIONS:

The Program Coordinator is responsible for assisting the Director of Programs through the creation, coordination, and facilitation of Leadership Southern Indiana current and new programs. Assists the Director of Programs in developing measurable outcomes that will define the success of all programs offered by Leadership SI. Promotes a positive program experience for members and contributes to a positive work culture.

### MAJOR RESPONSIBILITIES & ESSENTIAL FUNCTIONS

- Assists the Director of Programs in creating, coordinating and facilitating assigned current and new programs.
- Responsible for building and maintaining relationships with NEXGEN program participants (current and alumni) for future program offerings.
- Manages relationships and communication with program committees, participants, volunteers, speakers, venues, sponsors and other relevant constituents (such as counselors for NEXGEN).
- Recruits and tracks program applications/participants, creates class day schedules/agendas, and distributes, processes, and analyzes class surveys.
- Maintains program and class day budgets. Reports any negative budget variances to the Director of Programs.
- Coordinates with marketing liaison for promotion of programs and classes through the Leadership SI website, social media sites and print materials. Responsible for generating (taking photos on class days, etc.) marketing content.
- Attends required meetings and prepares reports for meetings as requested.
- Performs miscellaneous administrative functions.
- Responsible for delivering a high level of customer service in all interactions with internal and external customers, guests, vendors, and business partners.
- Promotes professional, friendly, honest and open communication, contributes to a positive work culture.
- Cross trains in other positions and serves as back-up/resource to other staff members, as needed.
- Performs other duties as assigned.

### QUALIFICATIONS:

#### ***Education/Experience***

High School Diploma or equivalent

Four Year College Degree preferred or equivalent experience

One or more years of program coordination and training experience preferred.

#### ***Knowledge/Skills/Abilities***

- Good working knowledge of program coordination and class facilitation strategies and techniques.
- Must possess strong written and verbal communication skills and be able to communicate effectively using correct grammar, both in writing and orally.
- Creative thinking and problem-solving skills.
- Excellent organization and planning skills.

- Strong interpersonal skills and must be customer-oriented. Delivers superior service to both internal and external customers, guests, vendors and business partners.
- Strong PC skills with Microsoft Office software. Ability to learn, execute and retain knowledge of functions within our computer system. Ability to learn and adapt to new technology quickly which includes hosting virtual events.
- Ability to solve problems and escalate appropriate issues to the Director of Programs.
- Ability to organize, prioritize, manage and complete multiple tasks. Must be able to manage multiple projects simultaneously in a fast-paced work environment.
- Ability to self-initiate areas of opportunity, make recommendations for improvement, and follow up as necessary to achieve desired results.
- Ability to project a high degree of professionalism and positive image of themselves and the company.
- Ability to speak and present information effectively in front of large groups.
- Ability to work well with others as part of a team. Ability to resolve interpersonal problems and conflict and miscommunications in a professional manner.
- Ability to handle highly confidential information.
- Must be able to understand and apply basic mathematical/accounting concepts such as fractions, percentages, ratios, debits and credits.

**OTHER REQUIREMENTS:**

- Job Hours: Will work required hours to complete tasks on time and budget and be flexible to attend events.
- Quality: Able to meet job requirements and standards. Accuracy is a must.
- Performance: Meets pre-established goals and deadlines within budget.
- Travel: Must be able to travel to events, program locations and business partners.

**PHYSICAL DEMANDS:**

**Physical Requirements - *In terms of physical requirements, this position requires work best described as: Light Duty.*** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing - Ability to receive information through oral communication. - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word. – Continuous
- Must be able to stoop, bend, reach, stand and sit and use a computer for extended periods of time. - Continuous
- Must be able to lift and/or move up to 30 lbs. – Intermittent
- Vision - Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus, with or without corrective lenses; Requires vision to perform work dealing with data and figures and computer screens. -Continuous
- Ability to function in an office environment and utilize standard office equipment including but not limited to: PC, fax, scanner, copier, telephone, calculator, etc. - Continuous

**Psychological/Mental Requirements:**

- Must be able to understand and interpret requests for information - Continuous
- Responds positively and productively to stressful internal and external customer situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. – Continuous

**Employee's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Director of Programs** \_\_\_\_\_ **Date** \_\_\_\_\_