



Department	Programs	
Job Title	Program Coordinator-Satellite	
Reports to	Manager of Community Programs	
Travel Required	Type of position: <input checked="" type="checkbox"/> Full-time, Non-Exempt	<input checked="" type="checkbox"/> 40 hours per week <input checked="" type="checkbox"/> 8:00am-4:30pm M-F **Evenings and Saturdays required as scheduled

GENERAL POSITION DESCRIPTION

As a member of the Programs team, the Program Coordinator coordinates, implements and facilitates all stages in the delivery of programs including managing and evaluating the overall quality of the program experience, reviewing and updating curriculum and observing classes and events. This role regularly attends recruitment events to increase program participants and secure volunteer Facilitators. Goals progress is reported to the Manager of Community Programs. It is essential that the person in this role have excellent written communication, strong organizational skills, knowledge of Black youth opportunities and challenges and can speak during Recruitment Events to how CLD can help youth and families address these challenges.

This Program Coordinator position is responsible for coordinating satellite programs that take place at community locations. The ideal candidate will have experience working and maintaining partnerships with community organizations.

ROLES & RESPONSIBILITIES

Program Coordination

- Supervises, evaluates and reviews duties and performance of Program Assistant, from assembling program materials, to checking that general clean-up of program space is done, to include removing garbage left on the floors, sweeping and/or vacuuming.
- May Facilitate programs in the absence of a Facilitator.
- Ensures implementation of policies and practices in the delivery of programs.
- Maintains budget, tracking expenditures and transactions for cost effectiveness of programs.
- Oversees the preparation, ordering, and publishing of all program communications, including curriculum, letters and emails, website and social media postings, booklets, flyers, etc. to ensure superior quality, clarity and relevancy.
- Develops and delivers program-specific training to volunteer Facilitators and conducts post-program meetings with Facilitators to ensure program effectiveness.
- Acts as liaison between CLD and program supportive adults, participants, and volunteers.
- Oversees the collection and maintenance of program data such as attendance, assessments, student information, parent information, etc. and enters it into database. Helps with data cleaning as instructed by Data Analyst and Manager of Program Evaluation.
- Communicates with Program Assistants and Facilitators about data collection procedures, in accordance with evaluation-related SOPs.



- Reviews and analyzes program data, including pre- and post-program surveys, to make meaning, track progress, and inform program improvements. Completes Close Out forms for each program they oversee.
- Prepares and sends correspondence (program announcements, applications, confirmations, reminders, etc.) to participants and parents.
- Spots tensions among students and reports to the Manager of Community Programs.
- Understands departmental deliverables of which the role is responsible and how the role integrates with other roles.

Recruitment

- Adheres to the Recruitment Plan at the direction of the Manager of Community Programs. For example: attends all Program Graduations, attends 2 of 4 Open Houses per year.
- Actively attends recruitment opportunities to increase participant, guest speaker and Facilitator interest.
- Schedules and delivers presentations at area schools, churches, and other community organizations for the purpose of recruiting student participants as well as informing the community about CLD.
- Makes recruitment phone calls.

Organizational

- Follows Standard Operating Procedures and duties as assigned in Monday.com
- Complies with mandatory attendance at the following annual CLD events: Minority Achiever's Awards and Scholarship Gala, College Prep Conference, Indiana Black Expo and all graduations unless instructed otherwise.
- Adheres to professional personal presentation following CLD dress code policy.
- May perform specialized activities in direct support of the accomplishment of organizational objectives and the CLD mission.

WORK EXPERIENCE AND SKILLS REQUIREMENT

- Minimum 2 years' experience as a program coordinator or relevant position.
- Minimum 2 years in a Supervisory role.
- Proficient in MS Office.
- Knowledge of program management and development procedures.
- Knowledge of budgeting, bookkeeping and reporting.
- Working knowledge of database input and management.
- Ability to speak with tact, diplomacy, and persuasiveness both in person and on the telephone.
- Familiarity with Monday.com visual team management web application.
- Strong organizational and communication skills with excellent grammar.
- Ability to work well under minimal supervision.
- Good attention to detail as the information worked with will be used for senior level decision making so it is vital it is correct.
- Prior success at executing projects in a timely manner and in achieving results on schedule.
- Accepts criticism and deals calmly and effectively with high stress situations.
- Persistence in the face of obstacles and to considerable variety in the workplace.
- Ability to effectively use a variety of office equipment such as multi-line telephone, copier and fax.



ATTRIBUTES

- Communicator. Proficient verbal and written communication skills.
- Self-starter. Takes the initiative to not only identify a problem but work to solve it.
- Critical Thinker. Form reasonable judgments; provide evidence, reasons, or rationale for decisions.
- Team player. Works well independently, but recognizes the value of working with corporate management, employees, and the larger community.
- Flexible. Must be willing to learn quickly and respond to changing environments.
- Efficient. Able to multi-task, prioritize and manage multiple projects in a fast-paced, customer-oriented environment while being detailed and highly organized.
- Passion. Must be excited about the CLD mission, youth, and the communities we serve.
- Impeccable character.

EDUCATION and/or CERTIFICATION REQUIREMENTS

- BA or BS degree in any field, preferably education.

PHYSICAL REQUIREMENTS/DEMANDS

- Generally sedentary work, remaining in a stationary position for long periods of time, extensive computer usage, hand-eye coordination. Events do require physical exertion, including lifting of boxes no more than 30 lbs., moving chairs and tables, loading and unloading supplies.
- Must have reliable transportation.
- Must be willing to work some evenings and Saturdays.

WORK ENVIRONMENT

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, printers, scanners, laminators and photocopiers.