

SISTERS OF CHARITY FOUNDATION OF CLEVELAND
POSITION DESCRIPTION

TITLE: Program Associate/Office Coordinator

POSITION SUMMARY: The Sisters of Charity Foundation of Cleveland is committed to increasing the community's ability to improve the lives of people living in poverty. The Office Coordinator/Program Associate will provide administrative support to the overall work of the Foundation and support the program staff with programmatic support, including special projects.

POSITION STATUS: Full Time Position

ACCOUNTABILITY: Reports to Senior Program Director with accountability to President and Board of Directors.

RESPONSIBILITIES:

Program Associate: Responsibility for programmatic and special project functions, including:

- Become knowledgeable about the Foundation's focus areas, goals and key strategies.
- Develop and coordinate project work plans intended to accomplish goals and objectives for complex programs and projects; track project milestones and deliverables.
- Develop and use tools to compile and maintain project status reports and communicate to the team on a regular basis.
- Support project coordination across multiple concurrent projects across program areas.
- Build and maintain productive relationships among staff and other partners.
- Provide logistical support for internal and external meetings including identifying dates, locating meeting space, food, and other associated needs.
- Work with Program team to prepare materials for trainings, conferences, presentations and meetings by developing agendas and other materials and disseminate to participants.
- Provide meeting support which may include recording or note-taking, generating a list of meeting follow-up tasks, and contacting meeting participants.
- Support special events, including preparing handouts, tracking attendees, mailings, name tags, food, and other logistics coordination.
- Assist with travel arrangements for staff members.
- Troubleshoot and follow-up with partner information requests.
- As requested, conduct in-depth research and analyses on a range of complex social issues and provide reports or presentations.

Office Coordinator: Responsibility for general office support functions, including:

- Staffing front desk, answering phones, maintaining phone directories and assisting in troubleshooting telephone issues, scheduling meetings, reserving conference rooms, copying and maintaining files, ordering supplies.
- Support Foundation hospitality, including replenishing refreshments, ordering food for meetings, set-up/clean-up, and maintaining office kitchen.

- On-going documentation of general office materials such as procedure book, front desk manual, information binder, etc.
- Distribution and tracking of petty cash as needed, reconciliation of quarterly cash drawer with receipts. Assist with invoicing and bill processing.
- Maintain foundation library, incorporating materials from meetings and conferences.
- Working with Communications, contribute to blog posts and social media outlets about the Foundation's work.
- Assist with facility office equipment and IT related issues.

Additional Team Contributions:

- Participate in board meetings, committee meetings, and staff meetings.
- Represent the Foundation among the broader community of stakeholders and grantees.
- Support collaboration with other Sisters of Charity Health System ministries.
- All other duties as assigned.

QUALIFICATIONS:

- Ability to understand the Mission & Ministry of the Sisters of Charity of St. Augustine and the Foundations and embrace its mission and values.
- Bachelor's degree and/or 3-5 years of experience; previous experience in non-profit sector and/or office setting is preferred.
- Proficient at Microsoft Office suite, particularly Outlook, Word and Excel.
- Ability to use all office equipment, including copy machine, telephone equipment, fax.
- Ability to manage multiple projects under direction of multiple team members.
- Strong sense of accountability and responsibility for results; Ability to maintain confidentiality.
- Excellent time management with the ability to prioritize.
- Ability to interact professionally with individuals from diverse backgrounds.
- Demonstrated team player with outstanding interpersonal and collaborative work skills.
- Ability to be flexible, adapting to evolving strategic priorities as set forth by the Foundation's Board and leadership.