



**Position:** Program Coordinator

**Time Commitment:** Full-time (non-exempt) 40 hours/per week, some evenings and weekends

**Reports to:** Director of Programs and Services

**Position Summary:** As a key member of the program team, the Program Coordinator plays an important role working closely with the Director of Programs and Services and program staff to implement all programs and services. This position requires the flexibility and ability to work evenings and weekends as needed for special presentations and other events.

Programs and Services Responsibilities:

- Oversee the implementation of all programs and services (virtual and in-person).
- Update and create processes and procedures for new and existing programming as necessary.
- Serve as the liaison between the organization and group facilitators, presenters, and community partners.
- Provide exceptional customer service to all clients and volunteers.
- Assist the Manager of Volunteer Engagement with the training, continuing education, and retention of volunteers that assist with program-related tasks.
- Track inventory for program materials and order supplies as needed.

Evaluation and Data Management:

- Management of all data entry related to client services.
- Implementation, tracking, and evaluation of all BACC programming
- Maintain client services database, training manual, and data entry to ensure the accuracy of all client data.
- Perform quantitative and qualitative data analysis in regards to programs.

Communications and Outreach:

- In collaboration with the Communications and Social Media Coordinator, develop outreach materials and program advertisements as needed utilizing MailChimp, Canva, etc.
- Assist the Director of Programs and Services to design and implement an outreach plan to increase awareness of BACC programs and services.
- Maintain the BACC program calendar through a variety of online platforms, including Google Calendar, Event Calendar App, and the website.
- Identify new collaborative partners.

*Other duties and tasks as assigned.*

Qualifications:

The ideal candidate will have the following qualifications:

- Bachelor's degree in a related field OR 1-3 years of experience in customer service, client services management, program administration, or similar.
- Bilingual in Spanish required.
- Ability to manage competing priorities, while remaining client-focused and meeting deadlines.
- Excellent attention to detail.
- Strong written and verbal communication skills.
- Well-developed organizational and interpersonal skills.
- Ability to interact effectively with a diverse group of people, while conducting oneself in a professional and ethical manner.
- Experience with Microsoft and Google Suites; significant experience with relational databases, MailChimp and Canva a plus;
- Able to work independently and as part of a team.
- Knowledge of cancer-related issues desirable.