



# WOMEN DOING WELL

## PROGRAM COORDINATOR

**Reports to:** Mary Shaw, VP Program & Operations

**This position is:** Remote, Exempt Employee

**Work schedule:** 30 Hours Week

**Salary range:** \$34,000 - \$37,000 annually

## POSITION SUMMARY

The Program Coordinator (PC) is responsible for supporting Pathway experiences and assisting the operations team in maintaining day-to-day functions and projects that maximize the overall team effectiveness. The PC will be expected to perform a variety of tasks that help keep long-term projects on track that may include urgent activities to be completed. This person is passionate about service, organization, mission work and understands our success-oriented target woman and the challenges and opportunities they face. The candidate will be relational, compassionate, organized, and confidential when appropriate.

## RESPONSIBILITIES

- Customer Support of Pathway Groups
  - Be available to respond to the needs of hosts and attendees, providing logistical support as needed.
  - Initiate email contact with confirmed hosts and determine how to best serve their needs.
  - Enter details of conversations with interested facilitators into the Sales Force CRM system and create appropriate reminders and notifications.
  - Communicate with facilitators and hosts to gather necessary information for create and supporting Pathway events.
  - Create Pathway events in Salesforce.
  - Timely communication of concerns from hosts and facilitators to the Operations/Program Manager.
  - Coordinating and sending Pathway surveys.
- Logistical support of Facilitator Gatherings and Trainings.

- Duties include logistically supporting hosts, tracking RSVPs, communicating pre-training logistics, pre-training assignment and event details to attendees, working with host on venue logistics, arranging shipment of materials, etc.
- Administrative support to the VP of Program and Operations
  - Coordination of document systems for the organization
  - Coordination of team calendars in Outlook
  - Assist in responses to internal and external partners and teams
  - Scheduling meetings and recording/filing notes as needed
- Create project timelines, tactics and in the task management platform, currently Asana
  - Add details
- General problem solving and additional supportive duties as assigned

## QUALIFICATIONS

- Organization. Ability to create and work in systems
- Tech Savvy. Able to work within CRM system, Slack, Dropbox, Zoom and other software
- Self-motivated, proactive, and forward-thinking
- Confident personality and capable of being persistent when necessary
- Advanced knowledge of Microsoft Word, Excel, Keynote
- Diplomatic and tactful
- Extremely detail oriented and organized
- Excellent written and verbal communication skills

## EXPERIENCE

- An associate or bachelor's degree is preferred.
- Two or more years of operations and project management experience.

## ROLE COMPETENCIES

**Adaptability— Changes approach or method to best fit the situation.** Able to receive and give feedback. Adapts to changes in the work environment. Manages competing demands.

**Teamwork—Balances team and individual responsibilities.** Contributes to building positive team spirit.

**Customer Service- Displays courtesy and sensitivity.** Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

**Dependability- Responds to requests for service and assistance.** Follows instructions, responds to management direction. Takes responsibility for own actions. Commits to doing the best job possible. Keeps commitments. Meets attendance and punctuality.

**Communication—Exhibits good listening and comprehension.** Keeps others adequately informed. Selects and uses appropriate communication methods.

**Planning & Organizing- Prioritizes and plans work activities.** Uses time efficiently. Plans for additional resources. Integrates changes smoothly. Sets goals and objectives. Works in an organized manner.

## TEAM VALUES

**Prayer—Dependent, listening posture, Spirit-led.** Demonstrates authentic relationship with God and seeks to know and experience His wisdom, affirmation, and love on a regular basis.

**Authenticity—Integrated integrity.** Demonstrates true self in relation to understanding and connecting with God, self, and others.

**Generosity—We give because God gave first.** Demonstrates gratitude and appreciation and joyfully shares with others what we have while supporting and celebrating the lives and needs of others.

**Collaboration—Innovation through excellence through working together.** Demonstrates a shared support with others by delegating and effectively leading with a relational approach.

**Community—Growth happens with others.** Demonstrates the freedom to grow while providing space to enhance situational awareness of others and making it fun along the way.

To apply please email Mary Shaw, [team@womendoingwell.org](mailto:team@womendoingwell.org)

To learn more about Women Doing Well visit  
[www.womendoingwell.org](http://www.womendoingwell.org)