

MountainHeart

Job Description

Job Title: Program Support Coordinator
Department: Administration
Reports To: Chief Executive Officer
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary: Assist in the planning and implementation of program initiatives for current and new program initiatives. Participates in the generation of program resources and in the design and development of program operation goals, objectives, and protocols as it relates to the program, grant, organization and public relations.

Essential Duties and Responsibilities:

- Assist in planning, coordinating, implementing, special projects, and other initiatives designed to achieve the mission, goals, and objects of the organization, program and/or grant.
- Oversees and administers various facets of the day-to-day operations within the different programs and activities as it relates to the position and public relations.
- Assist in the planning, developing, and implementing strategies for identifying and generating resource opportunities for program activities, to include development of grant and other proposals.
- Provides and/or coordinates the provision of technical guidance, consultation, related support within program focus; provides day-to-day problem solving as needed.
- Creates, produces, and delivers a range of promotional, educational, and informational presentations, and/or resource materials related to program activities, initiatives and public relations.
- Oversees and/or coordinates the collection, compilation, and analysis of program activity data; develops, writes, and presents comprehensive statistical and narrative program reports and evaluations.
- Develops operating goals and objectives for the program and/or grant; implements and administers methods and procedures to enhance operations as appropriate.
- Provides VITA and financial literature training.
- Service Manager for SWVEITC Coalition.
- Maintain confidentiality at all times.
- Other duties as assigned.

Supervisory Responsibilities: This position does not have supervisory responsibilities.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.

Prepared Date: May 30, 2018

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Excellent computer skills including knowledge of Microsoft Word, Access and Excel, excellent communication skills, and familiar with office equipment. Must have good recall memory, organizational and listening skills. Ability to analyze data, and to devise and develop statistical analyses and reports.

Education and/or Experience:

This position requires a high school diploma or equivalent, typing skills. Data entry experience is preferred with inventory management preferred.

Must have valid driver’s license, clear criminal background and be bondable.

Language Skills:

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of clients, customers, and the general public.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit and reach. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet.

Employee Signature

Date