

## PROGRAM SUPPORT COORDINATOR

<b>REPORTS TO:</b>	<b>VICE PRESIDENT OF OPERATIONS</b>
<b>PRIMARY LOCATION:</b>	<b>METAIRIE</b>
<b>POSITION TYPE:</b>	<b>FULL TIME</b>
<b><i>Be sure to consult CDL's Organizational Structure &amp; Description</i></b>	

### SUMMARY

The Program Support Coordinator provides overall communications and operations support for the organization.

### POSITION RESPONSIBILITIES & CORE FUNCTIONS

- Facilitate communication among all members of the organization including, but not limited, to voice calls, emails, messages, and other communications
- Facilitate operational procedures as directed by the Vice President of Operations or designee
- Provide administrative support to the Vice President of Operations or designee
- Coordinate organizational wide calendars; facilitate appointments and secure meeting space
- Provide support as directed for events
- Prepare documents, written communications and reports, and organizational records as directed
- Facilitate travel and accommodation arrangements as directed
- Maintain strict confidentiality of all organization information
- Maintain CDL standards of quality for all services, programs, and operations
- Represent CDL as a leader in building partnerships and community relations
- Contribute to team efforts to complete all organization focuses in alignment with the strategic plan.
- Fully comply with board-approved policies and corresponding procedures
- Manage special projects as requested by the President & CEO
- Conduct and/or participate in other services and priorities as directed by the President & CEO or designee

### QUALIFICATIONS

- Two (2) year degree or relevant experience required
- Minimum two (2) years of relevant experience. Education and/or experience may substitute
- Demonstrated experience with managing logistics, activities, and/or meetings and events
- Excellence organizational, interpersonal, and administrative experience with progressive responsibility
- Demonstrated communication skills, written and verbal
- Very strong, high level organization and attention to detail, skilled at managing competing priorities, and adept at working fluidly across diverse program areas
- Strong interpersonal skills and ability to work effectively with diverse groups
- Highly proficient, excellent knowledge and use of the internet, email, and applications including G-Suite, Dropbox, and Microsoft Office

**PHYSICAL DEMANDS/REQUIREMENT**

- Unusual, flexible work hours depending on operational and programmatic needs. Evening and weekend hours may be frequent depending on time of the year or operational needs
- Participate in staff planning as scheduled, both face to face and virtual
- The ability to see, speak, hear, write, and move to execute job responsibilities at the CDL office and in the broader community

**ENVIRONMENTAL CONDITIONS**

- Required time in the office with extensive travel required; some travel overnight
- Must have reliable, insured private transportation
- Must pass an extensive criminal background check