



of Metropolitan Dallas

Position Title: Program Services Coordinator

Category/FLSA Status: Full-time, Exempt

Supervisor: VP of Programs

Direct Reports: No Direct Reports

Position Summary

The Program Services Coordinator will provide administrative support and program coordination for all programs at Girls Inc. of Metropolitan Dallas. This role supports the program leadership team, provides marketing support for program recruitment, handles program inquiries and client enrollments, and serves as project manager for designated program projects, including the annual Power 2 the Girl conference.

Primary Responsibilities and Duties

- Utilize the Girls Inc. Experience to support planning and coordination of programs and activities
- Design and develop program marketing materials to advance program recruitment goals
- Answer inquiries about Girls Inc. of Metropolitan Dallas services and programs
- Guide prospective families through the enrollment process
- Collect and track program fees
- Oversee successful implementation of assigned project plans, including the annual Power 2 the Girl Conference
- Support internal and external program communications
- As a representative of Girls Inc., attend community events to build awareness of our work
- Oversee and maintain inventories; responsible for procurement of all program related supplies in a cost effective and timely manner
- Assist program leadership in support-related tasks of daily operations. This includes, but is not limited to, managing calendars, preparing meeting materials, creating presentations, completing expense reports, etc.
- Assist Data Coordinator in entering participant records and program data into database
- Answer phones in a timely manner, route calls to appropriate staff
- Greet visitors warmly, monitor sign in, and distribute visitor badges
- Attend staff meetings, training events, and workshops
- Other duties as assigned

Minimum Qualifications:

- Associate's degree; special consideration may be given for equivalent experience and personal qualifications in lieu of degree
- 2+ years of administrative experience
- High degree of proficiency with all Microsoft Office 365 programs
- Experience with creative software such as Canva and Adobe
- Ability to support day to day operations in a fast-paced environment
- Excellent verbal and written communication skills
- Ability to work in a collaborative team atmosphere
- Excellent customer service skills, the ability to work well with staff at all levels of the organization, and a high level of professionalism
- Skill in working with diverse clients, staff, and communities
- Ability to work independently with limited training and supervision; requires self-directed initiative, creativity, and individual judgment
- Ability to manage multiple priorities and requests in a timely manner with strong attention to detail
- Good common sense and judgment; discretion in handling confidential and sensitive material
- Flexibility with working hours and available to work some evenings and weekends

Additional Preferred Qualifications:

- Bilingual in Spanish
- BA or BS in related field

Physical Requirements and Work Environment:

This position requires the ability to operate phones, computers, and other office equipment, and the physical ability to perform light lifting. While performing the duties of this job, the employee is regularly required to sit, stand, or walk; use hands to finger, handle, or feel; reach with hands and arms; stoop or bend; and talk or hear. The employee must occasionally lift and/or move up to 50 lbs. Work is performed in an office or classroom setting. This person may be required to travel to various locations throughout Dallas County. Generally, the working conditions have little or no exposure to extremes in safety hazards or hazardous materials.

Equal Employment Opportunity

Girls Inc. of Metropolitan Dallas provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, veteran status, genetic information, or any other discrimination prohibited by law. The agency complies with all applicable federal, state, and local laws, regulations, and ordinances prohibiting employment discrimination.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees within this class.