



JOB DESCRIPTION

Program Assistant

Position Overview

The Program Assistant is a detail-oriented team member who excels at managing calendars, planning meeting details, tracking complex data, and organizing events, with a personalized approach. They support all aspects of the Community Engagement Team, including the [Care and Learning initiative \(CandL\)](#), with the goal of helping more people across North Carolina step up and be the voice for children.

The Program Assistant will coordinate logistics and operations for NC Child's Community Engagement team. This position manages shared calendars, assists with planning, organizing, documenting, and attending Child Advocacy Network meetings and events, conducts data entry and reporting, and supports the Care and Learning initiative (CandL).

Deadline to Apply: April 6, 2023

To apply, please review the Job Description in full, then follow the directions on NC Child's website: <https://ncchild.org/careers/prog-asst/>

Background

The Program Assistant will track data, organize events, manage calendars and logistics, and ensure that our Community Engagement team has the resources in place to build a strong and robust Child Advocacy Network across the state.

About NC Child

NC Child builds a strong North Carolina by advancing public policies to ensure that all children—regardless of race, ethnicity, or place of birth — have the opportunity to thrive. NC Child is a 501(c)(3) nonprofit organization based in Raleigh, NC. NC Child is an equal opportunity employer. We encourage people of all backgrounds and identities to apply for this position.

Position Description:	The Program Assistant is a detail-oriented team member who excels at managing calendars, planning meeting details, tracking complex data, and organizing events, with a personalized approach. They support all aspects of the Community Engagement Team, including the Care and Learning initiative (CandL) , with the goal of helping more people across North Carolina step up and be the voice for children.
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Position Type:	Full-Time
Salary Range:	NC Child offers a competitive salary and benefits package, including health and dental insurance, paid sick days, vacation, paid family leave, a paid sabbatical after five years of service, and a commitment to professional development. Learn more about our benefits here . The salary range for this position is \$46,000-\$53,000/year depending on training and experience.
Reports to:	Deputy Director of Community Engagement

Responsibilities

1. Event Support

Provide logistical support for 20-30 meetings and events each year (virtual and in-person), including a retreat in August for approximately 100 participants.

- Registration and other meeting/event logistics:
 - Set up and monitor registrations for various meetings and events. This includes advocacy trainings, stakeholder updates, and briefings for partners and Community members;
 - Correspond with participants as requested, including making sure people have needed information prior to events;
 - Set up Zoom meetings, save-the-date calendar emails, and event registration forms through our CRM (EveryAction);
 - Support the lead program staffer to ensure that the event plan is clear and all items are accounted for; and
 - Attend events as-needed to provide support on site.
- Event Outreach: Provide research support to Community Engagement staff to identify stakeholders including staff of local nonprofits, local business leaders, faith / civic leaders, etc for outreach. Update and track stakeholder and partner information in the existing NC Child database of supporters.
- Vendor/contractor management:
 - Take the lead on researching and managing logistics for food, venue, technology, and other contracted services;
 - Prepare contracts / MOU's for guest presenters and trainers (when applicable).
- Event Follow up:

- Collaborate with the Finance Officer to ensure all vendors/contractors are paid and receipts are in order;
- Collaborate with Community Engagement staff to compile and send out correspondence after the event, including thank you's, shared materials, reimbursements, etc.

2. Data and Constituent Management

- Work with staff in the Communications, and Community Engagement teams to update and maintain information and groups in our database. This includes:
 - Regular database maintenance to ensure data quality;
 - Entering updates into constituent records on an ongoing basis to strengthen organizational memory and systematize the “ladder of engagement.”
- Support the Deputy Director of Community Engagement in tracking and managing data collected through the CandL listening tour and other events; and
- Track data about storytellers in our story collection database (in Airtable), creating regular reports as needed.

4. Administrative Support

- Schedule meetings, including setting up Zoom lines. This includes meetings hosted by members of the Community Engagement team, and monthly meetings of the CandL leadership team;
- Take meeting notes as needed;
- Assist Community Engagement staff to create Requests for Proposal (RFP's), contracts and/or MOU's with partner organizations and outside vendors, including procuring signatures, and working with the Finance Officer to ensure timely payments;
- Supporting CandL staff to collect deliverables from partners in accordance with contracts and/or MOU's;
- Support the CandL Communications Team to ensure that CandL members' communications needs are being met; and
- Order supplies for team events.

5. Other Duties

- Attend regular NC Child team meetings to stay abreast of NC Child activities and advocacy priorities;
- Collaborate with the Community Engagement team and other staff in regular evaluation and strategic development of NC Child's community engagement efforts;

- Participate in NC Child internal committees, race equity processes, and other activities to support the overall work of the agency;
- Jump in to support all-staff events and meetings as needed;
- Provide administrative support to hiring processes if needed, particularly for the Community Engagement team; and
- Support grant reporting and other fundraising efforts as needed. This will include tracking data, and providing regular written and verbal reports as requested.

Qualifications

Candidates should demonstrate the following required skills and /or traits:

- Excellent organizational skills, with the ability to manage multiple projects simultaneously;
- High level of comfort with standard office software including Microsoft Office suite, Outlook, Google Drive, and Zoom;
- High level of proficiency with data entry, data management, and analysis;
- A strong commitment to racial equity and centering the voices and experiences of those who have participated in Medicaid and other public benefit programs;
- Ability to solve problems creatively, and try again (and again) when your first solution doesn't work;
- Excellent written and verbal communication skills;
- Ability to work both independently, and collaboratively with diverse partners;
- A strong commitment to NC Child's mission and core values;
- Collaborative team player who appreciates and contributes to a diverse work environment;
- Ability to work flexible hours, including some Saturdays and evenings;
- Ability to pivot quickly and adjust to an ever-changing political and non-profit environment. This means being able to multi-task, prioritize and re-prioritize as needed to get the job done.
- A really good sense of humor. This work is hard. It challenges us every day. It can be frustrating and sometimes overwhelming. The ability to find humor in the everyday is recommended as part of the skill set of strong candidates.

- Kindness and compassion for others. NC Child believes that how we go about doing our work is as important as the end results. Demonstrating kindness and compassion with our team members, our allies and stakeholders, and with those who may not always agree with our positions, is part of what makes our agency strong. The ideal candidate will share this value.

Bonus Skills & Experience

The followings skills and/or experience are NOT required. However, please let us know if you would bring any of these assets to the organization:

- Experience working with EveryAction or similar CRM/database applications;
- Experience with Airtable or similar project management applications;
- Experience with community organizing and advocacy for social change;
- Knowledge of NC Child program areas (early childhood education, children’s health, family economic security and/or child welfare); and/or
- Bilingual (English/Spanish).

Position Requirements

The Program Assistant is a full-time position (40 hours/week).

The Program Assistant must be able to travel to the NC Child office in Raleigh regularly and easily. The Program Assistant will be needed in Raleigh and at other locations in the Triangle regularly, and may need to travel around the state for meetings and events. Staff members are reimbursed for all mileage traveled to project sites at the standard IRS mileage rate.

NC Child uses a hybrid work model. This position will work two days/week from the NC Child office, and can work remotely three days/week.

NC Child requires staff to be vaccinated against COVID-19.

How to Apply

1. After reviewing the full job description, please complete the application form on NC Child’s [website](#).
2. You will need to upload your Cover Letter, Resume, and a list of 3 professional references.
3. In your cover letter, please share:
 - a. What most interests you about this position, and

- b. Your experience with organizing and managing data & information that is shared by multiple team members.
- 4. Your Cover Letter and Resume should be no more than two pages each.
- 5. The Cover Letter, Resume and List of References should be uploaded as .doc, .docx, or .pdf files. Incomplete applications will not be considered.

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