



**Program Coordinator
Full Time Position**

Organization:	Maggie's Place
Job Title:	Program Coordinator
Department:	Programs
Reports To:	Director of Family Services
Location:	Family Success Center (FSC), 4001 N. 30th St., Phoenix, AZ 85016

Position Description

Job Purpose:

Markets and executes programming for current and alumnae moms at The Family Success Center. Responsible for providing information and support to families and registering clients in programs, maintaining program resources and inventory, ensuring adequate coverage of department office hours in a warm, welcoming manner.

Responsibilities:

- Coordinate the monthly calendar of opportunities for current and Alumni clients.
- Purchase items for the donation closet using grant funds approved by the Finance Department.
- Collaborate with the Development Department on large holiday events for clients.
- Conduct major programs for current & alumnae moms both at the maternity homes at the FSC.
- Market programs to current and alumnae moms; communicate and promote calendar using a multi-media approach.
- Encourage and support alumnae moms at The Family Success Center.
- Input, manage, and archive programmatic data and service transactions in accordance with HIPPA.
- Maintain and update Community Calendar and registration process (RSVP's, reminders, and attendance records).
- Provide support and coaching to the Program Coordinators in each home, assisting with connections to community resources and speakers.
- Meet with Program Coordinators on a monthly basis to review current and prospective programming.
- Responsible for coordination of Program Support (preparation of programmatic supplies, meal preparation, childcare, etc.).
- Maintain adequate coverage during office operation hours and answer the Moms' phone line and manage office voicemail.
- Manage the overall registration process of clientele ensuring superior customer service, agency client tracking, including providing information, support, reminder phone calls and referrals to clients.
- Help families access outside resources and assist with community outreach.
- Attend staff meetings and other meetings as required.
- Effectively time manage and prioritize in a busy work environment and assist with Outreach Activities.
- Any additional projects or tasks as assigned by the Director of Social Services or CEO.

Qualifications:

- Bachelor's Degree preferred.
- Excellent verbal and written communications skills.
- Strong PC skills with excellent Microsoft Office Suite experience and skills.
- Ability to meet deadlines in a fast-paced, quickly changing environment.
- A proactive approach to problem solving with strong decision-making skills.
- Database management

- Ability to multi-task and set priorities based on daily operations.
- Desire to serve in mission driven non-profit organization.

Employee Acknowledgment: _____ **Date:** _____