

Job Title: Program Associate
Department: Program
FLSA: Exempt
Date Revised: October 2015



General Summary: The Program Associate provides administrative support to the Program Department. The position is integrally involved in the screening and placement process, formation retreats and logistical support for all domestic and international program Jesuit Volunteers.

Accountability: Reports to Program Director

Principal Duties and Responsibilities

Screening and Placement

- Coordinate the receipt of volunteer application materials and incoming volunteer paperwork to HireTouch database.
- Guide potential volunteers through the screening process by serving as the first point of contact and providing technical support/trouble shooting for the online application system.
- Coordinate bulk communications (both electronic and paper mail) to potential, incoming, and current volunteers.
- Solicit, schedule, train, and coordinate with external interviewers
- Track data and benchmarks throughout screening process for future assessment and evaluation
- Coordinate logistical needs for all Discernment Weekends including vendor relations, retreat site contracts and materials preparation

Travel Logistics

- Coordinate all international travel for volunteers and staff.
- Support any additional travel needs for domestic Jesuit Volunteers and program staff

Formation Retreats

- Coordinate logistical needs for all domestic program retreats and international program Orientation including vendor relations and retreat site contracts
- Provide additional support during the retreats onsite as needed
- Coordinate and implement printing and distribution of materials for retreats

Statistics and Reports

- Organize data and assessment information for the JVC program
- Coordinate JVC's membership with the Catholic Volunteer Network including submission of annual statistics
- Ensure data integrity annually of all program data in organizational database

Volunteer Logistics

- Enroll, process, change, and terminate benefits for Jesuit Volunteers. Train staff and volunteers on benefit issues and presentations. Help volunteers navigate the health care system and process medical expense reimbursements.
- Coordinate writing and distribution of loan deferment letters for domestic and international JVs

Agency Partners

- Coordinate receipt and review of job descriptions for Jesuit Volunteers with agency partners
- Provide support to building relationships with JVC agency partners
- Support program staff in coordination of agency/placement application materials in HireTouch database for placement selection

- Guide agency partners through the screening and placement process by serving as the first point of contact and providing technical support/trouble shooting for the online application system.
- Administer distribution and return of programmatic assessments as necessary placement evaluations

Former Jesuit Volunteer and Recruiting Support

- Provide effective customer service to Former Jesuit Volunteers and any others looking for recruiting information
- Track information around recruiting as required and regularly report to appropriate staff

Other Job Functions

- Support creation and distribution of program wide communications, including but not limited to program agreements, directory, handbooks
- Perform a variety of administrative tasks in support of the Program Directors.
- Provide meeting support (e.g., scheduling conference rooms, coordinating food, logistics)
- Participate in staff wide committees and team-building and formation activities.
- Perform other duties and responsibilities as requested

Requirements

Education & Experience

- Minimum two years office administrative experience; at a nonprofit organization preferred
- Associate's degree; Bachelor's degree preferred (or significant related work experience)

Knowledge, Skills, Abilities

- Self-starter with proven initiative
- Excellent organizational and communication skills (oral and written)
- Collaborative and team-oriented
- The ability to excel at managing details, multi-tasking, and working under pressure
- Flexible, ability to adjust to changing circumstances
- Strong computer skills including proficiency with such programs as MS Word, Outlook, Excel, and electronic calendars

Working Conditions

- Typical work day of 9am to 5pm
- Occasional travel throughout the U.S.
- Large amounts of office work; must have the physical ability to sit and stand for long periods of time and perform daily activities from a desk and must be able to operate a computer and other office equipment
- Given office layout, must have the ability to climb two flights of stairs several times a day

As an inclusive community that continues to actively work towards being an anti-racist organization, the Jesuit Volunteer Corps encourages applications from candidates of all ages, races, classes, gender identities, sexual orientations, religions, languages, and physical abilities.

<p>NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.</p>
