Program Coordinator Job Description

The Student Support Network, a Baltimore County based nonprofit organization, is seeking a part-time (20 hours per week) Program Coordinator.

The ideal candidate is a highly-organized, reliable, tech-savvy team member who is ready to hit the ground running to support our work helping students in need in Baltimore County.

The Program Coordinator will assist the Program Manager with logistics and orders for the Network Schools Program. Under the guidance of the Program Manager, the Program Coordinator will:

- Place orders and arrange for payments of orders for the Network Schools Program (21 schools), completing related documentation accurately and in a timely manner. This responsibility includes:
    - Resolving shipping, receiving and delivery issues in a timely manner.
    - Monitoring and updating school budgets with expenditures and transactions.
    - On occasion, pick-up orders and donations from local retailers and safely deliver items to The Hub.
- Provide prompt customer service and support to the lead volunteers and school liaisons. This includes, but is not limited to:
    - Supports volunteer training and onboarding to new lead volunteers and school liaisons, and generally provide support throughout the year for the execution of a successful program at their school.
    - Occasionally visit Network schools for meetings and to drop off supplies or orders.
- Assist in maintaining the day-to-day operations of the Hub including deliveries, inventory entry and tracking, in-kind donation management, volunteer management, school shopping hours, and general management/utilization of the space.
- In collaboration with the Team, work on special projects including back to school supply drives, winter coat drives, large in-kind partner donations, food drives, and community service events to benefit Network schools.
- Assist Program Manager with all school related programming including publishing a weekly newsletter, ordering of the monthly inventory stock, fresh food distribution, and other duties as assigned.
- Utilize Canva to create engaging flyers, social media graphics, and promotional materials that align with program messaging.
- Conduct community outreach to build and maintain partnerships that result in increased in-kind donations and support for our programs.

Requirements:

- Strong interest in the organization's mission to assist students in poverty
- Strong organizational skills, detail-oriented
- Strong sense of integrity and privacy in dealing with sensitive and personal information regarding Baltimore County students/families.
- Savvy with e-commerce and able to determine the lowest cost at the highest quality for orders/supplies.
- Proficient in use of Google Drive, Microsoft Office, MS Excel, QuickBooks and email
- Able to quickly learn new technology
- Basic Knowledge of budgeting, bookkeeping and reporting
- Comfortable lifting up to 30lbs
- Access to a reliable vehicle
- Knowledgeable of community resources
- Demonstrated experience in community outreach, partnership development, or donor engagement.
- Proficiency in Canva and experience creating digital content, newsletters, and print materials for outreach and communication purposes.
- Experience working with nonprofit organizations preferred
- Ability to work one evening per month

This is a 20 hour/week, hybrid position. The Program Coordinator is expected to work at "The Hub'' in Timonium, Baltimore County three days per week and occasionally travel throughout Baltimore County, as noted above. This role reports to the Program Manager.

Bachelor's Degree required. 2-5 years work experience required.

Salary is $21/hour. This is a non-benefited position.

Please send resume and cover letter to execdirector@studentsupportnetwork.org
Be sure to put in the Subject Line: Program Coord. Position, Your Name.