College and Community Fellowship

Employment Opportunity: Program Support & Events Coordinator

College & Community Fellowship (CCF) enables women with criminal justice involvement to earn their college degrees so that they, their families, and their communities can thrive. We advocate for equity and opportunity for the communities we serve.

For 20 years, CCF has worked at the intersection of racial equity, criminal legal reform, economic justice, and community building. We are one of the first organizations to focus on access to higher education for justice-involved women. CCF's programs address individual, institutional, and systemic change through our three main program areas:

- College & Career;
- Policy & Advocacy;
- THRIVE Technical Assistance

At CCF, we believe that women with criminal justice involvement should have equal access to the opportunities that will help them realize their dreams. Our College & Career Programs provide the long-term support women with criminal justice involvement need to complete their college degrees and begin on a pathway to a meaningful career.

_The intent of this job description is to provide a representative summary of the essential functions that will be required of the position and should not be construed as a declaration of specific duties and responsibilities of any particular position._

**Job Title:** Program Support & Events Coordinator

**Status:** Full-time, non-exempt

**Location:** Remote until CCF institutes a return to office work plan, which will likely involve a hybrid model of in-office and remote working. CCF’s current office is located at 475 Riverside Drive, Suite 1626, New York, NY 10115. Some occasional local travel to the office is required or other community settings will be required even prior to full implementation of the hybrid model.

**Supervisor:** Associate Director, Academic Services

**Supervises:** No direct reports

**Start Date:** September 7, 2021
Application: Email resume and cover letter, including wage requirements and where you found the job listing, to jobs@collegeandcommunity.org (include job title in the subject line)

General Function:

Under the supervision of the Associate Director of Academic Services (ADAS), the Program Support & Events Coordinator (PSEC) will provide administrative and program operational support across CCF’s College and Career programs via participant support, disbursements, purchases and data collection. PSEC, in partnership with programs staff, will coordinate program events such as community meetings, holiday celebration, graduation, workshops, trainings and orientations. In addition to providing operational and administrative support, the PSEC will be tasked with identifying, implementing, and codifying opportunities to streamline existing operational efforts across direct service teams, with the support of the ADAS and input from all relevant stakeholders.

Operational and Administrative Support Responsibilities:

- Support program wide events such as community meetings, workshops, special events, including but not limited to, holiday celebration and graduation.
- Work with communications department to draft and send out mass e-mail announcements to CCF’s clients via MailChimp.
- Manage the bi-weekly direct services newsletter by collecting submissions and compiling for Communications.
- Enter program data (attendance, scholarships etc.) into Salesforce; prepare and record accounting data to CCF’s Expensify database.
- Manage ASP and Uplift staff meetings by logging meeting minutes and organizing in team drive.
- Manage Front Desk duties by answering main phone line and direct calls or take messages appropriately.
- Process incoming and outgoing mail and packages.
- Coordinate the ordering of student supplies that support student success.
- Perform related work as assigned and participates in special assignments on request of ASASP.
- Participate in department and organization-wide staff meetings.
- Participate in staff development and training sessions to be determined.

Innovation + Capacity-Building Responsibilities:

- Evaluate program systems across academic services to better streamline and simplify processes.
- Codify operational and administrative processes across academic service team.
- Manage evaluation and codification process through weekly meetings with ADAS, as well as periodic meetings with each direct services team.
- Research the processes of other organizations and virtual platforms to help better guide future practices.
- Compile feedback from peers to better guide the streamlining processes.

Minimum Requirements:

1. The PSEC will have a background working with marginalized populations, strong knowledge of program support and event planning; four-year degree in related field is required. Justice involved individuals are strongly encouraged to apply.
2. Interest in becoming very knowledgeable about CCF’s work and grow a knowledge base of federal, state and local policies and programs affecting reentry populations;
3. Self-motivated and willing to take initiative and address challenges creatively;
4. Ability to multitask and complete high pressure assignments correctly and on time;
5. Strong computer skills, flexibility, excellent interpersonal skills, organizational skills, and the ability to work well with all levels of internal and external management and staff;
6. Ability to maintain confidentiality and accuracy of student records, as appropriate;
7. Ability to work under deadlines, with changing priorities;
8. Ability to respond calmly to emergencies and to fashion solutions to student, administrative, or technical problems; ability to seek assistance when needed;
9. Ability to write clearly and produce/edit accurate, well-organized, and understandable reports;
10. Knowledge of major computer software, or software of equivalent complexity, used in the learning/counseling environment or in technical support of the project;
11. Ability to communicate effectively; ability to listen and respond to the concerns/ideas of others; and
12. Ability to work as part of a team, as well as work independently.

**CCF is an equal opportunity employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, protected veteran status, unemployment status or any other protected category, including but not limited to criminal legal system history. CCF provides a competitive salary and comprehensive benefits package.**