

## Girls Inc. of Chattanooga

Job Description

Program Support Administrator

Reports To: Director of Program Operations

FLSA Status: Hourly / Non-Exempt



The mission of Girls Inc. of Chattanooga (Girls Inc. of Chatt) is to inspire and equip all girls to be strong, smart, and bold leaders within their families, their community and society. Originally founded as The Girls Club of Chattanooga, Girls Inc. has educated and empowered girls to grow up healthy, educated, and independent since 1961. Through in-school and after school programming, seasonal camps, and special events, our organization annually serves more than 800 girls, ages 6 to 18.

Girls Inc. of Chattanooga is an Equal Opportunity Employer.

### Position Summary

This position is responsible for providing program operations support to the Director of Program Operations ensuring efficient and effective operation of all programs. It also supports the Director and program team through a variety of tasks related to systems processing, data analysis and tracking, organization, and communication. This position is the first point of contact for the programming department and is responsible for time sensitive and/or confidential information.

### Essential Duties & Responsibilities

#### 1. Systems Processing

- Collecting and submitting timesheets.
- Submitting and tracking of travel requests.
- Weekly forms and paperwork collection, copying and distribution.
- Fingerprinting, background check and FIRST AID for program staff.
- End of semester, end of year, and end of camp presentations preparations.
- Preparation for and attendance at Parent Orientations for after school and camps,
- Community outreach preparations.
- Scheduling and confirming presenters for training and professional development.
- Monitoring timely and proper data input by program staff each week.

#### 2. Database Management and Record Keeping

- Obtains girl participant forms from program staff and enters data into appropriate databases.
- Maintains data and forms needed for annual SSBOMS.
- Compiles data for Girls Inc. National and United Way in collaboration with other staff.
- Maintains camp enrollment rosters.
- Maintains data collection systems and all money due.
- Creates and edits WuFoo reports to improve workflow.

#### 3. Site Specific Duties

- Oversees the BUMC copy machines and ensures that they are filled with paper, staples, toner, etc, on a daily basis. Trains other staff on use of copier and fax machine (if installed).
- Is the expert on the organization's telephone system, and trains staff as needed, on its use.
- Answers telephones in a polite and courteous manner, transfers calls to staff voice mails, and takes messages as needed.
- Accepts walk-in payments and applications for camps and afterschool; provides receipts as appropriate.
- Greets and directs parents, guests, volunteers, and others to programs/rooms and/or assignments.
- Photographs programs as needed to document activities.
- Other duties as assigned.

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### Knowledge, Skills & Abilities

- Must be passionate about the mission of the organization, the community, diversity/inclusion and serving in a pro-girl environment (gender specific; girls only)
- Must have excellent written and verbal communication skills.
- Must have excellent interpersonal skills.
- Must be detail oriented and organized.
- Ability to meet deadlines on multiple projects and effective problem-solving skills.
- Excellent computer skills and experience using technology to streamline processes.
- Proficient in Microsoft 365 software (Excel, SharePoint, OneDrive, Outlook)
- Highly proficient with cloud based data software system(s).
- Ability to create and filter reports from data software system(s).
- Ability to handle and manage a multi-line phone system
- Ability to support program staff with minor tech concerns is preferred.
- Ability to work cooperatively and collaboratively with all board members, staff, families and community partners.

### Education & Qualifications

- High School Diploma or GED preferred
- Non-profit project and/or office management experience strongly preferred
- 3+ years data entry experience required
- Must have reliable transportation
- F-Endorsement or eligible to obtain
- Must have First Aid and CPR certification or be eligible to obtain
- Must be flexible to work Monday through Friday during school day hours and up until 7:00 p.m. with occasional weekend hours as needed.
- Must be able to remain in a stationary position 60% of the time
- Must be able to occasionally lift up to 30-50lbs of equipment or supplies for various needs
- Experience with QuickBooks Online, a plus
- Bilingual (verbal and written), a plus

The Program Support Administrator is a full-time position between 35-40 hours per week with full benefits. Compensation is determined based on experience, degree of education and level of expertise.

Interested parties are asked to e-mail a resume, cover letter, and list of professional references to [jobs@girlsincofchatt.org](mailto:jobs@girlsincofchatt.org). Applications will be accepted until the position is filled. E-mail submissions are preferred. Any questions may be directed to the Girls Inc. main office at 423-624-4757.