



## Position Description – Program Coordinator

**REPORTS TO:** Administrative Team Chair(s)  
**HOURS NEEDED PER WEEK:** Varies, averaging 12 hours per week  
**SALARY:** \$1,008 per month  
**DATES OF EMPLOYMENT:** Ongoing

### EXPECTATIONS FOR ALL IMPACT EMPLOYEES:

*To support and promote IMPACT's mission.* IMPACT Chicago is committed to ending violence and building a non-violent world in which all people can live safely and with dignity. By teaching self-defense, we provide women and girls with the tools they need to prevent and minimize violence.

*To be capable of both collaborative and independent work.* As a primarily volunteer-run organization, we need to be capable of both collaborative and independent work. We must also have the tools to encourage others to work both collaboratively and independently. Every position has tasks that are performed independently without reminders.

*To work effectively and efficiently.* We are mission-driven with clear manageable goals. Our mission and programming are at the center of our work. We spend virtually all of our time on work that advances our mission or is required for fiscal solvency.

*To resolve problems in a respectful manner.* Our mission of non-violence extends into how we work with each other, how we address conflict, and how we resolve issues. We assume members of our community share our strong support for IMPACT's mission. Even when a mistake is made or when someone is inconsiderate, we address the issue respectfully without attacking the person and assume the individual has good intentions.

*To operate in accordance with our organizational philosophy and its underlying spirit.* The attached document, *Our Organizational Philosophy*, outlines our non-hierarchical and collaborative organizational philosophy.

### EXPECTATIONS FOR THIS POSITION:

*To understand that this role is the “front-line” of IMPACT.* As the first person most people outside IMPACT communicate with, the Program Coordinator needs to communicate in a manner consistent with the IMPACT mission and process.

*To work collaboratively with IMPACT personnel.* Provide information and a perspective essential to making good decisions, such as, how many calls have come in about courses and workshops; what kind of programming are people requesting; and what are concerns people are raising.

*To make sound assessments of individual and organizational needs.* Work with individuals and groups to determine the kind of programming best suited to their needs, the resources they can contribute, and the kind of financial assistance reasonable for IMPACT to provide.

*To show initiative.* Ability to prioritize among demands of the job.

*To be responsive and inclusive.* Keep the Admin Team and other constituencies up-to-date on the status of registration and workshops. Serve as a liaison with constituencies both internal and external to the organization, often acting as an information resource.

*To maintain confidentiality and privacy.* Take the appropriate steps to protect personal and

organizational information (e.g., participant information).

## **JOB COMPONENTS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

### ***Programs***

1. Build strong supportive relationships with prospective participants and prospective organizations to determine if/when IMPACT works for them. Appropriately address concerns that participants may have about taking IMPACT and that organizations may have about offering an IMPACT program. Follow-up as appropriate.
2. Handle program registration including inquiries, enrollments, sliding scale, payments, and follow-up with late payments, missing payments, payment plans.
3. Coordinate and schedule workshops and courses with external organizations (including scheduling instructors for workshops, tracking inquiries, arranging payments). Confirm that feedback form is filled out post-workshop, and address any issues referenced.
4. Monitor enrollment levels for approaching programs and make the decision about the course being run according to policy. For workshops, inform instructors in a timely way of any logistical changes or cancellations.
5. Carry out other program-related duties as needed.

### ***Office***

1. Develop IMPACT program schedule (dates, locations, instructors, assistants, volunteers) for the upcoming year in collaboration with instructors, location contacts, and Volunteer Coordinator.
2. Update Google calendar as all program and workshop dates are finalized.
3. Update and maintain Registration database, Workshop database, and Grad/Donor database.
4. Update website and online registration forms after courses complete and when the upcoming year's schedule is finalized.
5. Update Google docs and voicemail message as appropriate.
6. Prepare reports on programs and workshops as needed. For meetings to discuss budget and planning, include comparisons with year before.
7. Carry out other office-related duties as needed.

### ***Internal & External Communication***

1. Manage and respond to electronic correspondence and voicemail promptly. Respond to all inquiries about IMPACT programs within one business day, and refer inquiries other than registration or workshops to appropriate person within one business day.
2. Attend monthly Admin Team meetings and quarterly Board meetings.
3. Participate in a monthly phone call.

## **BASIC KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Strong verbal and written communication skills.
2. Experience with Google Drive and Google calendar or demonstrated ability to learn this technology quickly.
3. Completion of IMPACT Core/Basics program or equivalent elsewhere.
4. Bachelor's degree from accredited institution/college/university or relevant experience.

## **WORK ENVIRONMENT:**

1. Ability to create a "home" office to make and take phone calls, write and receive email, update and manage relevant Google documents and calendar.

Revised: 3/2024