

SUPPORT CENTER SEEKS PROGRAM ASSOCIATE

About Support Center

Support Center's mission is to empower nonprofits and social enterprises to transform their leadership and management and accelerate positive social change. Our services include change consulting, executive search and transition management, and professional development. Support Center is committed to working with nonprofits of all sizes and at all stages of their development. Our affiliate consultant model enables us to draw upon a deep bench of experienced professionals with broad expertise in the leadership, management, and governance of nonprofits and social enterprises.

Founded in 1971 as the Support Centers of America, Support Center became an independent 501(c)(3) nonprofit organization in 1997 and has largely served fellow nonprofit organizations in the tristate area. In 2012, Support Center merged with Partnership in Philanthropy, a New Jersey-based capacity building firm specializing in fundraising, and this greatly expanded our engagement with and support for the New Jersey nonprofit community.

About the Position

Working at Support Center offers a tremendous opportunity for an early-career professional plotting a path in the social impact world. The Program Associate will report to the Associate ED and Director of Programs and work with a dynamic core team and 20+ affiliate consultants. The position is full-time and based in Lower Manhattan, New York, NY. The salary for this position is \$50,000, and benefits include health insurance, paid leave, and retirement.

Role and Responsibilities

The Program Associate will work across our growing portfolio of consulting projects, focusing on executive transition and supporting strategy and management projects additionally.

Core responsibilities will include:

- In coordination with the Associate Executive Director and Director of Programs, manage client intakes, work scoping and writing proposals and agreements
- Coordinate client and consultant contracting in coordination with the Associate ED, Director of Finance & Operations, and Director of Programs
- Contribute to ongoing project management across the project portfolio by managing routine check ins with consultants and clients
- Liaise with affiliate consultants to collect project work plans and deliverables, ensure knowledge management and sharing, and maintain resources across practice areas
- Contribute to ongoing outcomes and impact measurement with clients and overall internal program evaluation efforts in alignment with business development goals
- Support marketing and communications efforts by helping to connect with clients and develop project success stories for marketing purposes
- Oversee client data, ensure compliance around data entry, and generate Salesforce reports for meetings, grant reports, and organizational learning
- Manage internal administration of all assessments (LPI, iCAT, CCAT), draft summary reports, and coordinate with Program Manager and Operations Associate as necessary

Additional responsibilities will include:

- Support the Associate ED in managing the Navigator program by helping with client and navigator engagement and tracking
- Ensure consistency and fidelity of client and project information/data in Salesforce
- Manage interns as needed
- Assist with fulfilling grant reporting requirements and tracking project results across the program portfolio
- Assist with event preparation and management as needed

The ideal candidate will have:

- Undergraduate degree in a field relevant to Support Center's work (e.g., public or business administration, social work, social sciences, humanities, etc.)
- Demonstrable professional work experience, preferably at a mission-driven social impact organization
- Excellent English writing, speaking, and presentation skills
- Interest in organizational impact and story-telling
- Ability to work successfully under multiple deadlines and adapt to fast-paced and changing circumstances
- Excellent interpersonal skills and ability to relate to and work with a diverse team and group of clients, partners, and stakeholders
- Strong proficiency using Salesforce, or a readiness to learn Salesforce at minimum
- Solid organizational skills and attention to detail

The ideal candidate will be:

- Enthusiastic about working as part of a close-knit and collaborative team
- Possessed of integrity, diligence, and a sense of humor
- Empathetic and a good listener
- Driven by joy and purpose
- Committed to Support Center's mission

To Apply

Interested candidates should submit a resume and cover letter to jobs@supportcenteronline.org. Please write "Program Associate" as the subject heading. The cover letter should be addressed to Keith Timko, the Executive Director, and should describe the candidate's interest in Support Center, professional experience and qualifications, and suitability for this role. Applications will be considered on a rolling basis.

Support Center is an equal opportunity employer that values and celebrates diversity, equity, and inclusion. Support Center encourages applications from persons of color and individuals who represent historically marginalized groups and populations.