



Women's Center & Shelter
of Greater Pittsburgh

JOB DESCRIPTION
PROGRAM ASSOCIATE – STANDING FIRM

(Part-time: 30 hours/week)

**GENERAL
SUMMARY:**

WC&S is a comprehensive domestic violence program serving over 7,500 adult and child survivors of domestic violence annually & facilitating intervention groups to over 300 men who batter. All staff learn about and support the organization's mission, guiding principles, and values, as well as the tenets of Women's Center Business System (WCBS), and are sensitive to cultural and workplace harmony and infusing principles of Sanctuary (a model for providing trauma-informed care) into their daily interactions with clients and co-workers.

SUMMARY:

Supports the day-to-day operational functioning of STANDING FIRM (SF) and works with SF leadership to streamline efficiency, identify and solve problems, and develop and respond to opportunities for growth.

REPORTS TO: STANDING FIRM Director

RESPONSIBILITIES:

I Administrative:

- Maintains Raiser's Edge Membership information including employer membership type, term, employee complement, contact histories and contact information. Assures training and consultation fees are billed monthly and accurately and tracks revenue. Issues training and membership invoices and tracks receipts in employer/member record. Maintains program budget records for the department including expenses. Processes check and charge requests.
- Assists Director in preparing financial reports for Advisory Council and BOD reports.
- Maintains program activity report and Initiative Report.
- Events organization: Takes the lead in the organizational aspects of the annual Awards Luncheon and other events as scheduled including:
 - Oversees collection of event registrations and sponsorships
 - Develops and implements event timelines and plans
 - Maintains online event registration and donation accessibility
 - Tracks registration, participation and other event information
 - Communicates with event venues as needed and/or distributes web-based training details to participants
- Prepares and distributes Advisory Council meeting notices and materials, makes arrangements for and attends meetings, prepares and disseminates minutes.

II Membership:

- Interfaces with new website member contact within 48 hours to issue welcome response to SF and schedule a Getting Started Consultation.
- Responsible for organizing content and distributing digital newsletter to employer members.
- Collects data about employer action steps and inputs into RE member files.
- Develops a strong understanding of the CRM (Client Relationship Management) System and uses the system to track potential and joined members, in conjunction with the Director.

III Training and Consultation Support:

- Works with the Employer Services Coordinator (ESC) to document scheduling, prepare materials, and communicate with the training venue or consultation contact to assure smooth implementation of services.
- Issues and organizes pre- and post-training survey information and enters it into RE. Provides feedback to member employers under supervision of ESC.

IV Website:

- Takes the lead in communicating with web management contacts to make changes and problem solve about website access or performance problems. Makes updates to website.
- Submits website update requests as needed and tracks that they are completed.

V Other:

- Adheres to the WC&S Code of Professional Conduct.
- Other duties as needed and as directed by the STANDING FIRM Director.

QUALIFICATIONS:

- Minimum of Bachelor's Degree with 3-5 years' relevant experience
- Strong organizational, communication, and administrative skills
- Exceptional skill, interest and ability to use MS Word, Excel, PowerPoint, Windows, Raiser's Edge, perform basic website maintenance; internet research skills
- Sensitive to domestic violence and cultural diversity issues
- Ability to work independently and as part of a team
- FBI and Act 33/34 Clearances

CORE COMPETENCIES:

- Ability to create or seize opportunities to improve service effectiveness and member outcomes
- Understands and values quality improvement
- Able to effectively attend to overlapping projects and deadlines
- Is adaptable, flexible, and resilient in response to constraints, failures and adversity
- Adjusts priorities to manage multiple demands and asks for help with this when needed
- Attentive to the perspectives and competing interests of various internal and external stakeholders

Salary Grade A: \$27,536 - \$41,163

Non-Exempt Status

Starting salary commensurate with experience, plus excellent benefits.

Women's Center & Shelter is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion, disability status, sexual orientation/identity, citizenship status, veteran status, marital status or any other protected characteristic.

Nothing in this job description restricts management's right to assign and reassign duties and responsibilities to this job at any time.

Applicants must send a cover letter and resume to Beth Lewis at blewis@standingfirmswpa.org by May 20, 2019.