



1175 Osage Street Suite 300
Denver, CO 80204
p 303.892.8444
f 303.892.8375
w cwee.org

Job Announcement

Title: Program Support Coordinator
Position Status: Full-time, Non-Exempt
Reports To: Program Director
Hiring Range: \$38,260 - \$49,740
Benefits: Full benefits including three weeks of vacation, every other Friday off, paid health days, paid family and medical leave, retirement match, health, dental and vision insurance, healthcare and dependent care flexible spending accounts, life insurance and disability benefits

Founded in 1982, CWEE's mission is fostering personal and professional transformation for low-income families through confidence building, customized skills training, and career advancement. CWEE believes that regardless of personal situations and other barriers to employment, when an appropriate level of education and support is provided, individuals can and will succeed.

CWEE's commitment to building durable skills and programming that evolve with the changing nature of work remains strong. In 2021, due to the pandemic, CWEE accelerated its 2020 strategic plan and strengthened the team and organizational culture, brought more CWEE to more people through the establishment of a virtual program and grew revenue to support demand. In December 2021, CWEE announced an updated three-year strategic plan, Blueprint 2.0, which includes: embracing a culture of organizational learning and continuous quality improvement; adapting and optimizing programming; and long-term sustainability.

SUMMARY OF POSITION

The Program Support Coordinator is responsible for providing administrative and programmatic support; this position balances ongoing, day-to-day tasks with timely organizational needs. Reporting to the Program Director, the Program Support Coordinator will regularly enter program data, pull reports, support special projects and provide specialized supports and coverage alongside a team of direct service professionals. This position requires a high-level of understanding across all programmatic areas of the organization.

CWEE is seeking an individual with a desire to provide high-quality administrative support to a dynamic team in a nonprofit setting. This role requires changing course quickly as the needs of the organization evolve as well as the ability to think critically and solve problems in real time.

ESSENTIAL RESPONSIBILITIES

Data Entry and Reporting (50% of time)

- Monitor, update and communicate real-time participant attendance in multiple systems through ongoing communication with program staff and timely data entry
- Engage regularly in CWEE's internal database, CiviCore, to update participant statuses and share timely ongoing reports
- Provide specialized and consistent monthly coverage as needs arise for data entry, utilizing multiple databases and platforms

Administrative (25% of time)

- With support and direction from the Program Director, provide ongoing administrative support across CWEE programming

- Maintain ongoing knowledge of how CWEE's program operates by engaging regularly in internal trainings and working collaboratively with staff
- Grow, maintain and streamline CWEE's robust portfolio of participant resources
- Provide support with pulling materials for regular case reviews for the county

Special Projects (25% of time)

- Provide ongoing project support as requested by the Program Director
- Collaborate effectively across the organization on special projects

JOB QUALIFICATIONS

- Exposure to human services, education, workforce development or related setting, preferred
- Ability to establish and maintain effective working relationships with all CWEE stakeholders
- Experience with daily, detailed data entry and outreach with ability to build and utilize complex tracking systems
- Strong computer skills including web-based databases, internet research and intermediate knowledge of Microsoft Office applications
- Experience with multiple educational or government databases, preferred
- Ability to adopt a strengths based and trauma-informed approach
- Ability to model professional dress and workplace conduct
- Strong written and oral communication skills
- Deadline oriented with ability to manage large amounts of data and create tracking systems

PERSONAL QUALIFICATIONS

- Commitment to CWEE's mission and providing long-term, durable self-sufficiency through quality employment
- Active contributor to a positive work culture built on ongoing learning and continuous improvement
- Strong, demonstrated critical thinking, organizing and problem-solving skills
- Ability to manage competing priorities, to troubleshoot and prioritize projects, meet deadlines, and manage workflow and workload
- Flexible, a team player with a commitment to personal and professional accountability
- Warm, persistent, nonjudgmental
- Strong self-awareness, confidence and integrity

WORK ENVIRONMENT

- Must be located in the State of Colorado by the agreed upon start date
- All staff must be fully vaccinated against COVID-19 and provide proof of vaccination on the first day of employment; reasonable accommodations will be made for those with medical reasons or sincerely held religious beliefs
- While CWEE remains remote at the time of this posting, this position will eventually operate both in-person and remotely
- Willingness to work a varied schedule beyond core office hours, including occasional evening and weekend hours with advance notice

TO APPLY

Send cover letter and resume to careers@cwee.org. Please indicate 'Program Support Coordinator' in the subject line. Materials will be reviewed and interviews scheduled as qualified applications are received.

NO PHONE CALLS, PLEASE.

CWEE is an Equal Opportunity Employer.

Minorities and individuals dedicated to diversity and multiculturalism are encouraged to apply.

A criminal background check of 7 years is required.