

FOUNDATION FOR THE CAROLINAS

JOB DESCRIPTION

Title: Specialist, Program & Operations Division/Department: Community Programs & Civic Leadership

Reporting To (title): Vice President & Program Officer, Community Programs & Civic Leadership

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Temporary/Contract

POSITION SUMMARY

The Program & Operations Specialist serves as support for the day-to-day activities of the Community Programs & Civic Leadership team. This role requires strong communication skills, initiative, organization, attention to detail, follow-up, and responsiveness. The Community Programs & Civic Leadership Program & Operations Specialist position often requires a high level of prioritization, flexibility, and autonomy within an environment of competing priorities and requests. This position also acts as the Subject Matter Expert for the Community Programs & Civic Leadership Team.

DUTIES & RESPONSIBILITIES

Community Programs & Civic Leadership Support:

- Serve as Global Admin and active participant in quality control process for Community Force grants system, including set-up of new clients, initiatives, and funds. Support Community Programs & Civic Leadership team as CommunityForce lead.
- Assist with grant processing, application management, reporting, creating spreadsheets, including travel and attendance at select regional board meetings
- Enter and maintain client data in FFTC's core systems (Blackbaud) and update as needed
- Provide support for the Community Programs & Civic Leadership team (including Regional Affiliates) for any projects undertaken by the team, as necessary
- Special projects and cross departmental support as assigned
- Serve as backup to receptionist as required

Subject Matter Expert Role:

- Serve as Community Programs & Civic Leadership Team lead on project teams including Promapp and Wrike
- Responsible for ongoing management, maintenance, and review of business processes and documentation using a business management software.
- Responsible for documenting and updating process change
- Strategically identify where processes can be improved across systems used by the Community Programs & Civic Leadership team
- Collaborate with other Subject Matter Experts to identify and resolve inefficiencies across teams
- Train users in core systems or identify the need for training and develop an implementation plan
- Work with the Business Liaison in IT to coordinate needs with vendors

Additional Responsibilities:

- Collaborate with other grants staff and relationship managers as necessary

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

JOB QUALIFICATIONS

- College degree preferred (not required), or commensurate work experience
- Familiarity with Blackbaud suite products preferred (not required)
- Proficiency in Microsoft Word, Excel, Outlook, & PowerPoint
- Responsive, service-oriented workstyle
- Strong organizational & scheduling skills
- Ability to multi-task, work under pressure and maintain deadlines
- Ability to work both independently and as part of a team
- Strong communication skills with clients and employees
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another

Note: Proof of fully authorized vaccinated Covid-19 status and booster are required (or FFTC authorized religious or disability accommodation).

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 7 or less.

All Employees: Communication & Interpersonal Skills

Executive Team: Leadership Strategic Thinking Fiscal Stewardship

All Supervisors: Delegating Responsibility & Empowering Employees Managing Employee Performance Ensures Consistent Policies & Practices

General:

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|--------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------|
| <input type="checkbox"/> Affiliate Management | <input type="checkbox"/> Budgeting & Cost Awareness | <input type="checkbox"/> Building Organizational Commitment |
| <input type="checkbox"/> Building Team Environment | <input checked="" type="checkbox"/> Client Records | <input type="checkbox"/> Concern for Employee Satisfaction |
| <input checked="" type="checkbox"/> Customer Skills | <input checked="" type="checkbox"/> Dependability | <input type="checkbox"/> Ensures Proper Training in New Technologies |
| <input type="checkbox"/> Entrepreneurial Orientation | <input type="checkbox"/> Equipment Skills | <input type="checkbox"/> Fund Management |
| <input type="checkbox"/> Implementing New Technologies | <input checked="" type="checkbox"/> Initiative | <input type="checkbox"/> Innovative Thinking |
| <input type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input type="checkbox"/> Product Knowledge |
| <input checked="" type="checkbox"/> Productivity | <input type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Quality of Work |

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Relationship Building/Networking

Results Oriented

Technical Skills

Time Management

Training & Development

Writing Skills