



At New Memphis we believe there is so much to celebrate about our city, but one of Memphis' greatest qualities is its people. We've made it our business to develop, activate, and retain talented leaders in our city for the past three decades.

Because we understand that great people are what make a city successful, we intrinsically understand that great people are *also* what make an organization successful. We are currently looking to grow our team, and you might be the leader who fits the bill.

Position: Program Administrator

Position Summary:

Do you love streamlining systems and creating efficiencies? Are you energized by getting the small details right to make a big impact? Do you proactively seek solutions in order to reach larger goals? Reporting to the Director of Educator and Collegian Programs, the Program Administrator supports New Memphis' educator and collegiate engagement initiatives and other programmatic special events. They will offer alignment and administrative support across all leadership programs, finding efficiencies and sharing creative ideas to continuously improve our program impact. This leader is an organized professional adept at time management, communication, and managing up to bring strategy to life. This is someone who has a passion for Memphis and believes the people of this city are what make lasting change possible.

Position Responsibilities:

Educator and Collegiate Engagement Support

- Support the execution of New Memphis educator and collegiate engagement initiatives
 - Manage logistics for program classes and events
 - Create annual class and event calendars with support of Director
 - Cultivate and manage relationships with vendors; conduct research and site visits
 - Coordinate assessment completion via email
 - Arrange venues, catering, and materials
 - Assist with the preparation and assembly of materials for program classes, events, or professional development workshops
 - Manage expenses to established budget
 - Provide on-site support for educator and collegiate engagement events as needed
- Maintain clear, consistent, and effective communications with Stride and Accelerate participants as they onboard into program
 - Help prepare and orient new program participants through regular communications and reminders about deadlines, calendars, and expectations
 - Create and share program directories, calendars, and other materials
 - Organize, draft, and send correspondence and materials on behalf of Program leaders as needed
- Help track the application and selection process of program participants and registration of event attendees
 - Create event registration pages using EventBrite
 - Create cohorts in New Memphis' Salesforce database and maintain attendance records
- Order and inventory program supplies as needed
- Assist in special initiatives with support of Director

Special Events Support

- Support the design, planning, and execution of special events for all Leadership Programs, such as recruitment events, holiday parties, professional development workshops and conferences, welcome receptions, graduations, and reunions
 - Support event planning process including budget forecasting and execution timelines, communicating needs, cueing team, and working collaboratively to meet goals

- Communicate with vendors, exhibitors, and stakeholders during planning process
- Offer creative ideas to build engaging, unique event experiences
- Manage event registration software and monitor registrations
- Secure external vendors, facilitators, and guest speakers
- Provide on-site support for events when needed
- Capture event through quotes, photos, video, or other storytelling tools
- Help deliver an excellent program experience for participants while meeting or exceeding all event attendance and impact goals
- Ensure fundraising considerations and sponsor deliverables are fulfilled for special events

Administrative Support

- Ensure excellence and continuous improvement across all Leadership Programs, including Stride, Accelerate, Embark, and Fellows
 - Assist in creation of bi-annual impact reports
 - Assist with data collection across programs and ensure information is captured accurately within Salesforce
 - Work with program leaders on setting annual strategy and goals
 - Assist program leaders in monitoring program progress on relevant goals and measures
- Support communication efforts across all Leadership Programs
 - Organize and send correspondence and materials on behalf of the program team
 - Draft and/or proof-read documents and presentations as needed utilizing a strong command of proper business writing and grammar
 - Manage correspondence response and follow-up as needed
 - Update websites and marketing materials for programs regularly
 - Compile contact lists and prepare reports for program communication needs
 - Support team members in broadening awareness of New Memphis programs and initiatives and increase the visibility to key stakeholder audiences
 - Assist in creating or sourcing content for newsletters, social, and marketing materials
- Manage logistics of any in-house or customized training offered by program team leaders, including scheduling, assessment completion, and measurement
- Drive collaboration and knowledge sharing across programs and initiatives
 - Attend regular program team meetings, capturing notes and action steps
 - Offer feedback and recommendations for greater efficiency and use of resources across programs
- Support team members in special project based work and other duties as assigned

Key Competencies:

- 4+ years relevant experience
- Pursues work with eagerness, energy, and drive; flexible team player
- Demonstrated experience in:
 - Project management with outstanding organizational skills
 - Collaborating with a diverse team
 - Balancing multiple and competing priorities, and delivering excellence in a fast-paced environment
 - Identifying and resolving problems creatively and resourcefully
 - Taking initiative and managing work with minimal oversight
- Skilled in:
 - Event/logistics planning and execution
 - High quality, professional written and verbal communications



- Organization and attention to detail
- Proficient in Excel, Outlook, PowerPoint, Word
- Experience with Salesforce, MailChimp, Canva, and EventBrite beneficial, but not required
- Full Time. Extended hours, including evening and weekend time

Salary: Minimum \$55,000. New Memphis believes deeply in building competitive compensation packages around experience and talent.

Excellent benefits include medical/dental/vision insurance; generous retirement contribution plan. We are looking to fill this position immediately. Qualified applicants should send **resume and cover letter** by July 20 to jobs@newmemphis.org with subject line "Program Administrator." Only candidates selected for an interview will be contacted. No phone calls, please.

New Memphis is an Equal Opportunity Employer and does not discriminate on the basis of race, ancestry, national origin, color, religion, gender, age, marital status, sexual orientation, disability or veteran status.