



Job Title	<i>Program Administrator</i>
Department	<i>Center for Financial Inclusion</i>
Reports to	<i>Director of Center for Financial Inclusion</i>
Work Location	<i>2901 14th Street, NW, Washington, DC</i>
Position Type	<i>Full-Time</i>
Exemption Status	<i>Non-Exempt</i>
Date	<i>April 2021</i>
Salary Range	<i>\$50,000 - \$58,000 based upon experience</i>

General Summary

Program Administrator - Center for Financial Inclusion (CFI) is responsible for the management and coordination of day-to-day activities of the Center and performs direct service as is necessary to meet program goals. Facilitates the coordination and execution of the CFI's educational offerings, outreach efforts, and related administrative tasks.

Essential Duties and Responsibilities

- Supports the Director in implementing and executing program delivery and site set-up.
- Manages daily flow of activities and CFI master calendar.
- Coordinates and hosts CFI educational offerings; sends event reminders.
- Manages client communication and client intake process.
- Records, tracks, and analyzes participant attendance/engagement in CFI service offerings.
- Answers telephones, responds to voice messages, and emails.
- Maintains confidentiality and fidelity of client data entered into CFI system of record.
- Manages client feedback surveys and conducts follow-up calls.
- Supports community outreach efforts.
- Identifies and suggests program improvements to the Director.
- Provides excellent client service and maintains privacy of all clients.

Knowledge, Skills and Abilities

- Effectively present and communicate information to the public.
- Effectively build and maintain relationships with internal and external clients.
- Excellent interpersonal, verbal, and written communication skills.
- Effective time management and organizational skills.
- Background in communications and project management.
- Knowledgeable of scheduling systems and protocols.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.

Qualifications

- Associate degree required; Bachelor's Degree preferred.
- At least 3-4 years of work experience in a similar role.
- Proficiently use Microsoft Office.
- Non-profit experience is preferred.
- Must be eligible to work in the US & successfully pass a criminal background check.
- Effectively work with persons of all ages and diverse backgrounds, skills, and abilities.

For immediate consideration send your cover letter and resume to: dbc.bchrconsulting@gmail.com