
Job Title: Program Administrator
Position Type: Full Time, Non-Exempt
Salary: \$13.00-18.00/hour
Location: National Ability Center Ranch, Park City, Utah
Supervisor: Groups and Military Coordinator

Job Summary

Provide on-going support and leadership to the groups and military coordinator, program and education director, and program team. Responsible for administrative, strategic and development work with the aim to continue high quality program delivery and grow the mission of the National Ability Center. A primary function of this and every position at the National Ability Center is to ensure that each member, guest, and visitor receive the highest caliber of customer service.

Major Tasks and Responsibilities

- Provide high level administrative support to the groups department and entire program team with great attention to detail, including calendar management, scheduling and confirming appointments/meetings, travel planning, maintaining organized paper and electronic files, and supporting written and verbal correspondence to key stakeholders (including screening incoming calls and reviewing mail), tracking team deadlines and help plan and prepare for program committee meetings (expected 20% program team support and 80% groups department support)
- Process group reservations through the collection and processing of reservation requests, program fees, collection of liability forms, data entry into Salesforce, and sending confirmation emails
- Track statistics and attendance of clients, participants, and volunteers through salesforce.
- Maintain high standards of inter-departmental communication to ensure appropriate scheduling of equipment, resources and spaces
- Track and support financial allocations, billing, and related financial aspects for the program team
- Manage and support program leadership in the accurate tracking of expense reports, receipts, in-kind contributions and other related documentation
- Train and offer support to groups team and others as needed in the area of salesforce data, management and reporting
- Manage and support the input and maintenance of high quality group and participant data; ensure data quality with routine database cleanup projects

- Prepare written reports with findings and recommendations to sustain the continual responsiveness and improvement of business activities
- Work with program manager to develop, train and oversee enriched volunteer engagement for maximum and reliable coverage
- Maintain up to date volunteer literature that is available for walk in volunteers and refer them to the volunteer coordinator to get signed up for required trainings
- Create and distribute committee meeting minutes and materials
- Frequently communicate with program manager regarding observations, successes or challenges with group and individual dynamics
- Oversee the input of accurate statistics and reports for grant and internal reporting
- Utilize database for managing contact lists, prospective clients, client communication, reservations, scheduling, attendance and reporting
- Oversee the recording of satisfaction survey responses and provide summaries and feedback to management team to ensure quality programs and experiences
- Follow up with surveys, thank yous and initiate future booking at the conclusion of group and partner events
- Update and maintain program policy and procedures manuals
- Provide support for general office reception, including greeting visitors, answering phones, and leading facility tours as needed
- Create presentations of a thoroughness and quality suitable for senior level audience
- Promote opportunities for stakeholders to engage with National Ability Center programs and events
- Maintain a welcoming environment focused on customer care throughout the National Ability
- Review and make recommendations to improve current systems and procedures
- Attend and engage in required trainings
- Comply with National Ability Center safety and health policies and procedures
- Create a nurturing, positive and professional environment while promoting policies and procedures amongst staff, volunteers, and community
- Other responsibilities as assigned

Required Knowledge and Qualifications

- Bachelor degree or equivalent experience
- At least 2 years of experience in an administrative position
- Strong computer skills in Microsoft Office and Excel
- Experience with Intuit Quick Books and Sales Force preferred
- Ability to accommodate multiple responsibilities and shifting priorities
- Demonstrated ability to work productively and collaboratively within a team
- Strong work ethic and commitment to delivering high-quality work aimed at results
- Experience with on-line registration systems and/or check-out systems a plus
- Strong organizational and communication skills, both written and verbal
- Commitment to a positive, fun and team-oriented working environment

Benefits

Medical, dental, long-term disability, paid time off, paid holidays and other benefits as outlined in the Employee Handbook