

Title: Programs Associate

Date: August 2020

Department: Programs

Reports To: Programs Coordinator

Can Do MS Mission

Can Do MS delivers health and wellness education programs to help families living with MS thrive.

Position Summary

The Programs Associate is a full-time, year-round position responsible for providing logistical and administrative support to the Programs Department in the development, execution, and evaluation of online and in-person programs.

**All applicants must be able to work from the Can Do MS office located in Avon, CO. Due to the current COVID-19 environment, we are currently working remotely.*

Duties/Responsibilities

- Core Programs (currently being offered in a digital format, and will return to in-person when deemed safe):
 - With guidance of Programs Managers and Programs Coordinator, coordinate operations and logistics of core programs, e.g. registration process, participant communications, etc.
 - Create and manage program registrations and applications for programs and provide weekly status reports to the team.
 - Manage post-program survey process, including collecting, compiling, and entering all program surveys.
 - Coordinate all Blackbaud database reporting of programs (including imports and exports) related to program participation.
 - Manage the packing and shipment of all supplies for programs.
- Online Programs:
 - Create and manage registrations for webinars, and provide weekly status reports to the team and partners.
 - With guidance of Programs Manager and Programs Coordinator, format and update webinar PowerPoints.
 - With guidance from Programs Coordinator, update website with new material for online programs.
 - Coordinate all database reporting of online programs (including imports and exports) related to program participation.
 - Manage post-program survey process, including collecting and compiling online program surveys.
- Marketing:
 - Maintain marketing timelines for assigned programs.
 - Update marketing collateral, ie, website, emails, and schedule delivery timelines.
 - Act as marketing liaison with program partners to deliver upon marketing plans.

- **General**
 - Provide phone support to people living with MS by assisting in phone registrations, answering program-related questions, and providing general support.
 - Promote the goals and strategies of Can Do MS by collaborating with staff members and contributing to department and committee meetings.
 - Perform miscellaneous job-related duties as assigned.

Qualifications

- **Education/Experience**
 - Bachelor's degree desired; associate's degree acceptable if accompanied by significant professional experience.
 - Previous non-profit experience or volunteer involvement.
- **Knowledge, Skills, and Abilities**
 - Ability to work both independently and as part of a team.
 - Excellent organizational skills and strong attention to detail.
 - Demonstrated experience in initiating and completing projects, with the ability to be flexible, handling multiple priorities in a fast-paced work environment.
 - Excellent verbal and written communication skills and experience answering questions and providing support on the phone and by email.
 - Proficient in the use of Microsoft Office products, Excel spreadsheets, and donor management systems.
 - Experience editing audio and video recordings is a plus, but not required.
 - Ability to work independently and as part of a team.
- **Physical Demands**
 - Must be able to lift 25 pounds or more (may be required for program packing and set ups)
 - Occasional travel required to assist in delivery of programs and events.

Work Environment

Exposure to a small and collaborative office environment with occasional travel. Option for occasional remote work.

Apply

Please email cover letter and resume to Krista Sipf, Programs Logistics Manager, at ksipf@cando-ms.org. Reference your name and "Programs Associate" in the subject line of the email.