

Program Associate Position Description

About Support Center

Support Center's mission is to empower nonprofits and social enterprises to transform their leadership and management and accelerate positive social change. Support Center is a nonprofit capacity building organization created as part of an international network of management support organizations (Support Centers of America) originally established in 1971. We have been a trusted partner to nonprofits in the greater New York/New Jersey/Connecticut area for more than 30 years. Support Center specializes in organizational development, consulting and executive transition.

Within the world of management support organizations, we are unique in our commitment to be a deeply engaged "partner" to the nonprofits with which we work. We take the long view in committing to help our partners and propose long-term navigational support for organizations to ensure that our work leads to sustained change and success. We work in close collaboration with our clients, ensuring that the work is focused on accomplishing goals as we continuously assess progress and refine the strategy as needed.

About the Position

Working at Support Center offers a tremendous opportunity for an early-career professional plotting a path in the social impact world. The Program Associate will report to the Associate ED and Associate Director of Learning and work with a dynamic core team and 20+ affiliate consultants. The position is full-time and based in Lower Manhattan, New York, NY. The salary for this position is \$50,000, and benefits include health insurance, paid leave, and retirement.

Role and Responsibilities

The Program Associate will work across our growing portfolio of consulting projects, focusing on contracting and project management for [strategy and management](#), [professional and leadership development](#) (customized training), and [organizational navigation](#) engagements as well as communicating the impact of Support Center's work.

Core responsibilities will include:

- In coordination with the Associate Executive Director and Associate Director of Learning, manage client intakes, work scoping and writing proposals and agreements

- Coordinate client and consultant contracting in coordination with the Associate ED, Director of Finance & Operations, and others
- Contribute to ongoing project management across the project portfolio by managing routine check-ins with consultants and clients
- Liaise with affiliate consultants and staff to collect lessons learned, bright spots, and testimonials to be shared across Support Center's communications channels
- Contribute to ongoing outcomes and impact measurement with clients and overall internal program evaluation efforts in alignment with business development goals
- Support marketing and communications efforts by helping to connect with clients and develop project success stories for marketing purposes
- Support our partnership with the Department of Youth and Community Development around governance programming including contract administration, contract oversight, and reporting
- Spearhead Support Center special events (in conjunction with the Operations Associate) such as our annual Friendsgiving event
- Manage internal administration of all assessments ([LPI](#), [iCAT](#), [CCAT](#)), draft summary reports, and coordinate with Program Manager and Operations Associate as necessary

Additional responsibilities will include:

- Support the Associate Director of Data and Analytics in managing the Navigator program by helping with client and navigator engagement and tracking
- Ensure consistency and fidelity of client and project information/data in Salesforce
- Manage interns as needed
- Assist with fulfilling grant reporting requirements and tracking project results across the program portfolio
- Assist with event preparation and management as needed

The ideal candidate will have:

- Undergraduate degree in a field relevant to Support Center's work (e.g., public or business administration, social work, social sciences, humanities, etc.)
- Demonstrable professional work experience, preferably at a mission-driven social impact organization
- Excellent English writing, speaking, and presentation skills
- Interest in organizational impact and story-telling

- Ability to work successfully under multiple deadlines and adapt to fast-paced and changing circumstances
- Excellent interpersonal skills and ability to relate to and work with a diverse team and group of clients, partners, and stakeholders
- Strong proficiency using Salesforce, or a readiness to learn Salesforce at minimum
- Solid organizational skills and attention to detail

The ideal candidate will be:

- Enthusiastic about working as part of a close-knit and collaborative team
- Possessed of integrity, diligence, and a sense of humor
- Empathetic and a good listener
- Driven by joy and purpose
- Committed to Support Center's mission

To Apply

Interested candidates should submit a resume and cover letter to jobs@supportcenteronline.org. Please write "Program Associate" as the subject heading. The cover letter should be addressed to Keith Timko, the Executive Director, and should describe the candidate's interest in Support Center, professional experience and qualifications, and suitability for this role. Applications will be considered on a rolling basis.

Support Center is an equal opportunity employer that values and celebrates diversity, equity, and inclusion. Support Center encourages applications from persons of color and individuals who represent historically marginalized groups and populations.