



Are you a collaborative, adaptable team player with a passion for transforming mission-driven organizations? Strategic Association Management (SAM) is seeking a self-starter with a track record of independently managing multiple projects in a customer/member-facing environment to fill the role of Program Coordinator.

The **Program Coordinator** position provides the unique opportunity to serve on multiple internal staff teams and to work with a variety of mission-driven organizations. This is a full-time FLSA classified non-exempt position with the primary responsibility of providing administrative support and coordination for a wide variety of client-partner programs, at the direction of client account team leads.

The ideal candidate must be adaptable, detail-oriented and self-motivated and demonstrate the ability to collaborate with other employees in fast-paced, flexible environment. The focus of this job is on producing high-quality detailed work based on established standards, guidelines and procedures. Precise consistent work output is essential, which requires patience and a willingness to handle and complete one task at a time. Job knowledge and competency is built through structured step-by-step training and positive, supportive coaching from management and peers. Consistent, error-free work based on defined standards are key measures of job performance success.

<u>JOB TITLE:</u>	Program Coordinator
<u>SALARY RANGE:</u>	\$43,000 - \$55,000
<u>FLSA STATUS:</u>	Non-exempt
<u>REPORTS TO:</u>	Team Lead (s)
<u>LOCATION:</u>	Hybrid (Austin area) or Fully Remote (Outside of Austin; Texas residents only)

Primary Responsibilities of the Position

The person in this position will assist in handling day-to-day operations of multiple organizations in the following ways and emphasis may vary based on clients assigned:

- responding to member inquiries via phone/email
- database management (entries and reporting)
- meeting and event registration and set-up support
- variety of administrative tasks related to multiple organizations
- coordination of financial transactions related to a variety of membership and registration projects

Experience & Skills Required and Preferred

- Work experience, preferably in the areas of administrative support, customer service or project management; customer service skills are critical in this role
- Excellent verbal & written communication skills (in-person, phone and email communication)
- Database management experience; preferably with web-based CRM or AMS Software/Management System
- QuickBooks experience preferred
- Ability to produce high-level, accurate work on tight deadlines
- A "rolled up sleeves/get it done" approach to work and role in company
- Highly developed
- Advanced knowledge of Microsoft Office Suite and proficiency with a variety of

- computer/technology tools; preferably with Mac OS (SAM is a Mac environment)
- Detail-oriented, with strong, effective organizational, problem solving and time-management skills, including the ability to manage multiple tasks and deadlines simultaneously in a fast-paced, deadline-driven environment
- Demonstrated ability to balance independent work with team collaboration
- Must be comfortable in a completely open and flexible office space environment
- Openness to managing with competing priorities and competing leadership styles
- Willingness to seek, provide and accept feedback
- Self-driven, adaptable and flexible to change
- Willingness and ability to travel outside of Austin for multi-day events (limited)

Employee Experience

- The SAM staff team and culture reflects passionate individuals who create meaningful experiences through engaging and creative service and by honoring a diversity of thought and experience.
- Our values are defined by the active way in which we work to achieve them. In everything we do, it's critical that we consider the ways in which we: Build Trust, Seek Clarity, Stay Curious, Practice Empathy and Champion Growth. [LEARN MORE ABOUT OUR CORE VALUES.](#)
- SAM is committed to creating and maintaining an employee experience that provides meaningful recognition and incentives, fosters inclusivity and belonging, and ensures professional and personal development and growth.
- The SAM Total Rewards program represents a robust, employee-driven engagement and incentive our program that intentionally addresses seven key elements that make up the comprehensive employee experience: Compensation, Benefits, Well-Being, Development and Support, Community Impact, Work Environment and Resources, and Diversity, Equity, and Inclusion. [LEARN MORE ABOUT SAM TOTAL REWARDS](#)

JOIN OUR TEAM: Two Steps to Apply

1. Email a [cover letter of interest](#) and [current résumé](#) to jobs@sam-firm.com
2. All applicants are required to complete an online Predictive Index assessment. To access the assessment, please paste this link in your browser:

<https://assess.predictiveindex.com/X2G5>

Strategic Association Management (SAM) is an association management company (AMC) providing professional management services for a diverse array of organizations. An AMC provides creative staffing, strategic and administrative solutions for association and non-profit organizations. At SAM, a team of experienced professionals takes care of day-to-day operations—increasing efficiency and enabling scalability—so volunteers are empowered to pursue their organization's mission. Through long-term partnerships, our clients experience organizational sustainability, growth and, ultimately, transformation.

SAM will provide equal opportunity to all employees and applicants for employment regardless of actual or perceived race, color, national origin, citizenship status, age, religion, disability, sex, pregnancy, sexual orientation, gender identity, military or veteran status, genetic information, or any other category protected by applicable law.