



Are you a collaborative, adaptable team player with an interest in working in the association/non-profit space?

SAM is seeking a self-starter with the proven ability to manage multiple administrative projects and provide support for teams in a customer/member-facing environment.

SAM is seeking a new team member to fill a **Program Coordinator** role. This 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.

Primary responsibilities will include handling the day-to-day operations of multiple organizations in the following ways:

- 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' programs (awards, scholarships, etc.)

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.

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>

Experience & Skills Preferred

- Work experience, preferably in the areas of administrative support, customer service or project management

- Excellent verbal & written communication skills (in-person, phone and email communication)
- Database management experience; preferably with web-based CRM or AMS Software/Management System and/or knowledge of FileMaker Pro
- 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 customer service skills are critical in this role
- 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)

Salary/Benefits/Perks

- Competitive salary range, based on comparable small staff nonprofit/associations in the Austin area
- Comprehensive benefits including health insurance options with significant company contribution, access to dental/vision insurance and retirement program match
- Standard Paid Time Off (PTO) and paid holiday policies
- Ongoing training, assistance and opportunities for career development
- Company sponsored volunteer opportunities
- Regular staff outings and team-building gatherings
- Corporate culture that exemplifies our core values: *Build Trust, Seek Clarity, Stay Curious, Champion Growth and Practice Empathy*

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.