



**Job Title:** Program Coordinator  
**Reports To:** Executive Director (E.D.)

### **Responsibilities**

#### **Oversight of Little Wishes Enrichment program & Sponsor-A-Child Program**

- Assist clients with Little Wish inquiries, including but not limited to educating clients about program, providing application forms, processing applications, and communications with client families.
- Coordination of communications with families for enrollment, parent/guardian agreements, renewals, and activity terminations.
- Coordination and communication with providers; obtain initial provider agreements, negotiate reduced rates, mail quarterly progress reports and collection of completed progress reports, track enrichment provider billing, payment authorizations and payments.
- Maintains tracking and Little Wish Enrichment files – applications, photo releases, income eligibility information, enrichment participation and My Story info.
- Track enrichment program waiting list.
- Write up LW stories for use in newsletter, constant contact and at board meetings.
- Maintain Little Wish Enrichment database of clients and monthly participation.
- Manage tracking of Sponsor-A-Child Program; Create new SAC kits and send out to new Sponsors.
- Coordinate the taking of photos of our kids in enrichment activities, handles quarterly mailings of program report updates to SAC sponsors.
- Provide monthly report to E.D. for enrichment program and SAC program

#### **General & Office:**

- Answer phones and greet walk-ins in friendly and welcoming manner; Respond to donor, provider, volunteer, and board member inquiries.
- Run errands such as to the bank, office supply store, pick up LW on hold, storage runs, auction and raffle donation pick up, direct mail to post office, etc.
- Keep office area clean and neat, including but not limited to weekly vacuuming, emptying garbages, organizing clothing for consignment.
- Prepare thank you cards and donation receipts, donor letters and annual giving receipts.
- Update online sites with events information including but not limited to Facebook, KVOS, KGMI, KAFE, and Bellingham Herald.
- Provide marketing and direct mail support – print business cards and brochures, assist with creating, collating, printing, labeling and stamping direct mail such as newsletters, annual mailings, and other event direct mail as needed such as Save the Date cards, invitations, sponsor letters etc.
- Support social media needs as needed.
- Prepare new board member packets, maintain board member files and updated BOD listing.
- Assist E.D. as needed; Provide back up support as needed to front desk &/or Program Coordinator
- Support distribution programs – Shoe Give, Back to School Backpack Give and Winter Warm Up Program.
- Other duties as assigned.

#### **Event Support**

- Create table displays, sponsor displays, SAC displays, etc.
- Assist with event set up, clean up, signage, decoration and support at the event or fundraiser