



Position Title: Programs Administrative Assistant

Position Description: This role will provide crucial administrative support to programs such as Membership and Client Services, Mental Wellness Program (MWP), and Training and Events. This highly interactive position supports member non-profits in finding the volunteer help they need, and volunteers in finding meaningful and impactful volunteer opportunities. The Programs Administrative Assistant facilitates Community Connection Events, recruits non-profit members and schools to participate in the Wish List, and keeps detailed records in Salesforce to be able to provide comprehensive reports on the impact of Spark the Change Colorado's work. The Programs Administrative Assistant provides tech support for trainings and events for all programs and speaks with non-profit members and Mental Wellness constituents on the phone and via email, documenting and recording client / member feedback, and ensuring all Mental Wellness volunteers are on-boarded according to Sparks' standards for liability and compliance with DORA.

The Programs Administrative Assistant plays an important role in the partnership between Spark the Change Colorado, partner organizations, and the community groups with which they work. They are a project and logistics, outreach and recruitment and data coordinators and tech support. Successful candidates are those who can successfully manage several goals, prioritize tasks, and problem solve. The Programs Administrative Assistant must be able to work independently and manage their time efficiently. We welcome new team members ready to be inspired, ready to be innovative, creative, and help us all meet our mission!

Programs: Community Engagement, Mental Wellness Program, Training & Events

Reports to: Kelly Streck

Membership/Client Services

Key Responsibilities:

- Use of Sales Force and Hands On Connect platforms to complete work
- Recruit for and manage Spark the Change Colorado Memberships
- Respond to client and member needs and feedback in a professional and informed manner
- Engage in community outreach to grow membership and community partnerships
- Assist with and sometimes facilitate Wednesday Resource Webinars
- Maintain the Wish List, including recruiting non-profit posters and volunteers and businesses to fulfill the wishes

- Tech Support – Provide communication connection support, such as Zoom, for meetings, trainings, etc.
- Create/maintain registration forms for membership in QGiv
- Supports Marketing Department as needed
- Occasionally additional duties in response to Disaster Response and Recovery

Training & Events

Key Responsibilities:

- Support Service Enterprise, including monthly HUB Calls, quarterly SE Council Meetings, support trainer during training, coaching, and maintain Certification, and recruitment
- Support Volunteer Engagement Training Program (VETP); recruiting participants, trainers, and admin support
- Recruit for and facilitate Community Engagement Events
- Admin Support for Introduction to Board Service courses
- Tech Support – Provide communication connection support, such as Zoom, for meetings, trainings, etc., for all programs
- Create registration forms in QGiv
- Manage the Learning Management System and the trainings housed there

Mental Wellness Program

Key Responsibilities:

- Manage intake process for new volunteers and host site organizations
 - Ensure all necessary forms and agreements are complete
 - Ensure background and reference checks are complete
 - Ensure compliance with liability protocol for the Mental Wellness Program
- Collect volunteer hours on a monthly basis
- Participate in the evaluation process with Mental Wellness clientele, host sites and volunteers
- Enhance Continuing Education opportunities for Mental Wellness volunteers, including securing presenters, arranging venues and communicating educational events
- Assist with planning volunteer recognition events throughout the year
- Tech Support – Provide communication connection support, such as Zoom, for meetings, trainings, etc.

Qualifications/Requirements:

- Proficiency in Microsoft Office (Word, Excel, Access, PowerPoint)
- Proficiency in videoconference platforms (Teams, Zoom, etc.)
- Experience in Volunteer management a plus

- Excellent Attention to Detail
- Excellent Customer Service and Outreach Skills
- Knowledge of the Salesforce platform a plus
- Ability to work effectively in a team environment
- Excellent organizational and time management skills; must be punctual and reliable
- Strong critical thinking and problem-solving skills
- Proven written, verbal, and interpersonal communication skills
- Interest and ability in working with diverse communities
- High level of energy, a positive attitude, ability to adapt to changing situations, friendly and professional demeanor, and strong work ethic
- Spanish speaking and/or other languages a plus

Spark the Change Colorado is an equal opportunity employer. We believe a diverse staff contributes to the creativity and strength of our organization. We seek to create an inclusive, equitable, and welcoming work environment. Reasonable accommodations will be made as requested.

Time Commitment: 40 Hours per week

- 13 hours per week – Membership and Client Services
- 12 hours per week– Training & Events
- 15 Hours per week – Mental Wellness

HOURS & SALARY: This is a full-time, salaried position. In addition to the opportunity to work with passionate people and make a difference, Spark the Change Colorado offers two weeks of vacation, paid holidays, a 1.5 week office closure at the end of the calendar year, and medical benefits. Salary is commensurate with experience with a likely range between \$38,000 - \$42,000.

TO APPLY: Please send resume and cover letter by June 30th, 2021 to Kstreck@sparkthechangecolorado.org (subject line “Programs Administrative Assistant”).

Spark the Change Colorado is a 501(c)(3) nonprofit organization that has expanded from a Volunteer Center to include a Mental Wellness Program, Empowering Aging programs, Board Service Trainings, Service Enterprise Certification programs and Disaster Response and Recovery programs. Our Mission: We spark change and empower a movement of good through the power of volunteerism and engagement. Our Vision: A world with stronger, more resilient, and equitable connected communities through the power of volunteerism.