



## **CROSSPURPOSE**

### **Program Operations Specialist 2025 Job Description**

#### **Scope and Position Responsibilities**

The Program Operations Specialist assists the Program Director in organizing, coordinating, and executing the program operations related to helping program participants, who we call Leaders, escape financial poverty and become self-sufficient. The Program Operations Specialist is responsible for coordinating the logistics and other activities of the CrossPurpose program team. This position is responsible for the coordination and execution of the day-to-day operations including personal and professional development classes, program calendar, event logistics, data management, basic computer maintenance, and a variety of administrative tasks.

**Department:** Program

Supervisor: Community Program Director

Direct Reports: 0

Indirect Reports: 0

#### **Major Areas of Responsibility**

- Program Operations
- Event Management
- Data Management

#### **Program Operations Responsibilities**

- Ensure Leader program compliance by tracking and communicating attendance with coaches
- Manage program calendar and coordinate with relevant parties to ensure clear communication of events and activities
- Ensure all program equipment is functioning properly
- Manage system for program supplies
- Coordinate all printing projects for the program including handbooks and class binders
- Create timely and accurate stipend reports
- Track Skill Development enrollment, attendance, financial aid, books, supplies, etc
- Oversee tech and operations of daily lessons
- Assist the Program Director in tracking expense receipts and completing monthly expense reports

#### **Event Management Responsibilities**

- Assist in the design, plan, coordination, and leading of the execution of logistics, operations, and communications for Family Gathering, Ally Trainings, Retreats, and other special events
- Effectively plan and orchestrate 3-4 graduation ceremonies per year, including all purchasing, designing, and communication to those involved
- Recruit, train, and support volunteers to help run program events
- Coordinate closely with the staff team to support community programming, including facility use and hours

#### **Data Management Responsibilities**

- Input data into the existing Salesforce CRM platform to inform the programmatic and operational decision-making process



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- Create and enforce policies for effective data management
- Support other program team members in the daily use of Salesforce and ensure the adequacy, accuracy, and legitimacy of data
- Assist with reports and data extraction when needed

### **Qualifications**

- Bachelor's degree plus 1-2 years related experience preferred
- Experienced in small event management (10-200 attendees)
- Strong written and verbal communication skills.
- Detail-oriented and organized, must be excellent with follow-up and follow-through.
- Ability to work in a team environment.
- Ability to problem-solve, multi-task, complete work on time, and work independently.
- Ability to become proficient quickly in Google Suites and other software.
- Deep passion for the CrossPurpose mission and values.
- Employees must provide their own working laptop and smartphone.

### **Hours, Compensation, and Benefits**

**Hours:** 40 hours/week: Monday - Tuesday: 8:00 am - 5:00 pm, Wednesdays: 8:00 am - 8:00 pm, Thursdays - Fridays: 8:00 am - 2:00 pm, occasional other hours as needed.

**Salary/Wage:** \$50,000 - \$60,000 Annually

**Performance Bonus:** Up to 5% of salary

**Vacation:** 15 days per year, plus the office is closed Christmas Day - New Year's Day and staff have limited duties

**Sick Days:** 6 days per year

**Insurance Benefits:** Health, dental, vision, workers compensation, unemployment, short-term disability, long-term disability

These and other benefits are discussed in more detail in our Employee Handbook.