

FOR PUBLIC DISTRIBUTION

Position	Program Associate
Level	Administrative
Status	Full Time
Department	Program - Learning and Education
Location	Norwalk, CT

SeriousFun Children's Network, founded by Paul Newman, is a growing global community of independently managed and financed camps and programs, which have come together with a common purpose – to provide transformative experiences to children with serious illnesses and their families, free of charge. Through our 30 camps and programs around the world, SeriousFun reaches more than 150,000 children and families annually. Learn more at www.seriousfun.org

About us: The SeriousFun Support Center is located in East Norwalk CT. Our team of 30 staff members provides support services to SeriousFun camps and partnership programs around the world in order to ensure program and operational excellence, create awareness for the camps worldwide, and foster the continued growth of the Network as a whole.

SeriousFun is committed to fostering and ensuring a culture and environment that values the experiences, knowledge, and voices of all those who work to carry out our mission. We are continually focused on bringing our core principles of diversity, equality, and inclusion to life by embracing individual talents and experiences and encouraging ongoing learning and understanding.

The purpose of our job posting is to provide an overview of the responsibilities and qualifications needed for this role and what it's like to work with us. If this sounds like the work you would like to do - and if we sound like a non-profit that you would like to work for - **then please apply even if you don't match 100% of the job description.**

This position is perfect for you if:

You are a creative and highly organized individual that takes pride in your administrative and logistical skillset. You are a team player that likes to coordinate efficient processes and services that help to keep the team's work moving forward.

POSITION SUMMARY

The Program Associate is an integral part of the Program department and reports to the Director of Learning and Education. Working in concert with each member of the department, this individual will serve to help coordinate the many programs and services offered to camps and programs across SeriousFun Children's Network, providing administrative and logistical support and creating efficiencies that move the work of the Program department forward.

ESSENTIAL RESPONSIBILITIES

- Coordinate and provide administrative support to participants of SeriousFun programs and initiatives:
 - Administer the Professional Development Grant program, including tracking of applications, coordinating the review and any revisions of applications, following up with participating organizations, collecting and compiling evaluations, coordinating and tracking fund transfers, synthesizing information gathered through the program for use in reporting, and liaising with the Finance and Development teams.
 - Support the administration of the SeriousFun Mentorship Program, including tracking of applications, coordinating matches between mentors and mentees, serving as primary contact with participants, collecting and synthesizing information gathered through program for use in reporting.

- Support the coordination of the SeriousFun Leadership Fellows Program, including supporting Program department staff in running the logistics of the application and selection process, coordinating Fellows and scheduling any virtual check ins, workshops or events, coordinating Fellow exchanges and any travel arrangements needed, and synthesizing information that can be used to help measure success of programs.
- Coordinate and manage all services related to meeting the translation and interpretation needs of participants who do not speak English as their first language, including liaising with third party vendors, supporting technical needs for live interpretation, coordination of the translation of videos and documents.
- Support the curation and maintenance of the Network intranet program (the Funtranet), including keeping content and user information up to date, trouble-shooting any technical issues and answering questions from users.
- Manage the contact information from staff across the SeriousFun Network, helping ensure that all staff have access to our services, and that contact lists are up to date and accurate.
- Oversee the orientation of new SeriousFun camp and partner staff, ensuring they are integrated into the services of the Support Center and resources of the Network
- Liaise with the Finance department to process all vendor contracts, forms (applications, registrations), invoices, wire transfers, and expense payments, etc.
- Arrange travel, accommodations, insurance, visas, etc. for participants attending in-person events, conferences and exchanges.
- Assist in identifying and researching meeting spaces and accommodations, provide logistical support for conferences and in-person gatherings (i.e., IT needs, food planning, etc.)
- Fulfill requests for information, including conducting research and synthesizing information from various sources
- Support Program department administrative needs and help to identify tools and resources that maximize efficiency of the Program department:
 - Support Directors in managing department administrative needs, including scheduling department meetings, staying on top of team milestones, coordinating any team information gathering, and ensuring that Program Department information and materials remain updated.
 - Take notes as requested, follow up with information as needed, synthesize and post information to relevant sites
 - Manage vendors and subscriptions on behalf of the department
 - Reconciliation and tracking of department expenses against grants, i.e., credit cards, and expense payments etc. including liaising with the Accounts Payable team to ensure all processes are complete
 - Assist with the arrangement of travel, accommodations, insurance, visas, etc., for department staff as requested
- Support the Research and Evaluation and Medical departments as requested.
- Assist with the following on behalf of the Support Center:
 - Support any office-wide 'all hands-on deck' initiatives, as requested (i.e. supporting donor appeals, gala preparations, office culture initiatives, etc.)
 - Other duties as assigned

Key Competencies

- ◆ Job-Specific Skills, Knowledge and Ability
- Vision
- ◆ Strategic Thinking
- ◆ Creativity
- ◆ Authority and Accountability
- ◆ Critical Thinking and Decision Making
- ◆ Planning and Organizing

- Interpersonal Skills
- Adaptability
- Leadership

Minimum Qualifications & Job Specific Skills

- High School Diploma or GED
- 0-2 + Years of experience.
- Proven skills in:
 - Microsoft Office suite and various videoconferencing applications
 - Professional correspondence

Preferred Qualifications & Job-Specific Skills

- Education: Bachelor's Degree (e.g., BA, BS) or equivalent
- Experience in working in NGO's or other non-profit organizations, particularly those with federated/networked structures.
- Proven skills in:
 - Developing presentation materials
 - Customer service / stakeholder management

Company Culture, Perks and Benefits – please read **Our Philosophies** [here](#) to get a sense of what's important to us.

- Fun, respectful, and collaborative environment
- Professional Development opportunities (online and company facilitated offerings)
- Respect for your non-working time (in Eastern Standard Time) unless under special circumstances, we limit contacting staff on evenings and weekends.
- 30+ for you to enjoy as you see fit, including vacation days, holidays, opportunities to volunteer at a SeriousFun camp.
- Paid time off for family, medical, and civic service needs.
- Company sponsored retirement 403b plan after one year of continued service.
- New office located in a fully renovated mixed-used building with great onsite (free) amenities.
- Steps away from the East Norwalk train station

Benefits are subject to change

Compensation is commensurate with experience and relevant labor market comparisons.

To apply for this position, please submit your resume, cover letter and complete an application here:

[ProgramAssociateApplication](#)