



FOR DISTRIBUTION

Position	Program Associate
Status	Full Time
Department	Program
Location	Norwalk, CT

About SeriousFun

Founded by Paul Newman, SeriousFun Children's Network is a global community of 30 independently run camps and programs across five continents. Together, these camps provide transformative experiences — always free of charge — for children with serious illnesses and their families, reaching more than 150,000 individuals annually.

Each camp and program is locally led and tailored to its community, while connected through the global Network for shared learning, support, and standards of excellence.

The SeriousFun Support Center, based in East Norwalk, CT, is a team of 33 staff who provide services that ensure program and operational excellence, create awareness, and support the continued growth of the Network worldwide.

We are committed to fostering diversity, equity, and inclusion by valuing the experiences and voices of all who carry out our mission.

To continue advancing our mission, we are seeking a motivated and detail-oriented operations and logistics support team member to join our Support Center team.

About the Role:

Reporting to the Chief Program Officer, the Program Associate provides operational coordination and logistics support across multiple teams enabling effective service to a global Network of camps and programs.

Position Summary:

In coordination with a peer Operations Associate role, these roles help ensure that both network facing programs and internal operations run smoothly so that SeriousFun teams and camp partners can focus on delivering life-changing camp experiences for children with serious medical conditions.

While this Program Associate role and the peer Operations Associate role share a common foundation, each role will have a primary focus area, for the Program Associate the primary focus is: Supporting Program, Medical, and Research initiatives, including network learning activities, travel coordination, and program communications.

The two associates will work closely together, providing cross-coverage and collaborating to ensure smooth coordination across departments.

Areas of Ownership

Please keep in mind that percentages reflect relative priority, not exact time allocation.

- Operations & Administrative Coordination (30%)
- Logistics Support (25%)
- Information & Data Coordination (15%)
- Operational Pilots & Transitions (10%)
- Program-Specific Support: Medical & Research (20%)

Key Responsibilities

This role is responsible for the following core areas of ownership and impact; additional duties may evolve based on organizational needs.

Operations & Administrative Coordination

- Coordinate documents and materials to support timely execution of team activities and projects.
- Maintain and update shared resources and guidance materials for network and organizational access.
- Assist with preparation or review of communications materials such as newsletters or informational updates.
- Coordinate regular communication with network partners, including outreach and information requests for camps participating in various projects & initiatives.
- Maintain data in internal systems, such as trackers, contact lists and timelines.
- Compile and organize information to support planning cycles, calendars and team coordination.
- Identify opportunities to improve administrative workflows and coordination across teams.
- Maintain centralized calendars for network programs, learning activities, and staff visits to camps, supporting alignment across service lines.
- Planning and organizing continuing education credit administration for camps.

Logistics Support

- Support logistics for in-person and virtual SeriousFun-hosted meetings, gatherings, trainings, and field visits geared towards Network members to enable effective learning, connection, and collaboration across the Network and organization.
- Coordinate recurring and ad-hoc meetings for key network-facing leadership groups and committees.
- Coordinate domestic and international travel for camp/program leaders and staff annually, ensuring smooth itineraries and clear travel guidance.
- Liaise with vendors when needed to coordinate services, travel arrangements, or supplies.
- Manage physical mailings and distributions of materials across teams and network partners.

Information & Data Coordination

- Maintain data integrity in shared internal systems (including physical and digital filing) to support planning, reporting, and continuous improvement.
- Track and follow up with internal team members and camps/partners on required data inputs to ensure accurate reporting and visibility across the network camps/programs and organization.

Operational Pilots & Transitions

- Support time-bound operational pilots to test and stabilize processes before transition to permanent ownership

- Follow and document interim processes to capture learnings and support future handoff, for example during new tools or workflow pilots
- Assist with temporary finance-related coordination to maintain continuity during transitions, including invoice and reimbursement tracking
- Flag issues, risks, and learnings to inform decision-making and readiness for transition

Program-Specific Support: Medical & Research

While this role supports the broader Program team, its engagement with Medical & Research teams is typically more in-depth and hands-on. Administrative and executive support for Medical & Research will be provided as needed—particularly where it enables effective coordination and execution—and may differ from the role’s more general support of the Program team.

What Success Looks Like

Success in this role is defined by accurate, timely coordination that supports smooth program operations, positive partner experiences, and the effective use of operational data for planning and improvement. Further, it is expected that this and the peer Operations Associate role were intentionally designed as peer roles supporting different teams. While each role has a primary focus, they operate as a coordinated team — sharing knowledge, aligning processes, and providing back-up coverage to ensure continuity and consistency across departments.

Key Competencies

- **Job-Specific Skills:** Demonstrates strong technical accounting knowledge and nonprofit finance expertise.
- **Authority & Accountability:** Provides direction for processes, projects, and staff; accountable for results.
- **Critical Thinking & Decision-Making:** Solves problems with sound judgment in complex situations.
- **Planning & Organizing:** Defines tasks and milestones; manages resources effectively.
- **Interpersonal Skills:** Builds productive relationships, collaborates respectfully, and communicates inclusively.
- **Adaptability:** Adjusts to changing circumstances and new information with resilience.
- **Leadership:** Models integrity, humility, and teamwork while supporting others’ success.

Qualifications

Required Qualifications:

- Education: High School Diploma or GED
- Years of Relevant Work Experience: 3-5 years
- Proven skills in:
- Microsoft Office suite (Outlook, Word, Excel, Powerpoint, Teams)
- Administrative coordination and operational support across multiple stakeholders
- Managing calendars, travel logistics, and detailed coordination tasks with accuracy and follow-through

Preferred Qualifications

- 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.

Skills in:

- Asana
- Developing presentation materials and basic reports
- Customer service / stakeholder support, including working with external partners
- Coordinating complex logistics, including domestic and international travel or events
- Maintaining data and information in shared systems or databases

Culture, Benefits and Pay

- At SeriousFun, we pride ourselves on being a fun, respectful, and collaborative workplace where staff are supported both professionally and personally.
- Work–life balance: Respect for your non-working time (EST), with limited evening/weekend contact.
- Time off: 30+ days annually, including vacation, holidays, and volunteer opportunities at SeriousFun camps.
- Professional development: Ongoing opportunities for growth and learning.
- Leave benefits: Paid time off for family, medical, and civic service needs.
- Retirement: Company-sponsored 403(b) plan after one year of service.
- Workspace: New office in East Norwalk with free onsite amenities; steps from the train station.

Salary Range: \$50,000–\$57,000, based on qualifications, experience and schedule.

As part of our commitment to equity and fair pay practices, offers are not negotiated. Our transparent pay bands ensure consistency and fairness for employees of all identities and backgrounds.

Please read more about the Support Center [here](#) to get a sense of what’s important to us.

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

[Program Associate Application](#)