



Achieving the Dream™

Program Coordinator, Coaching Job Description

Job Overview

The person in this position is a core member of Achieving the Dream's *Coaching Team* who plays a vital role in supporting and coordinating of a variety of essential functions for and between this critical area of operation and other ATD organizational units with which Coaching collaborates. This includes providing operational support for multiple projects and activities, grant compliance, and communications assistance.

Duties and Responsibilities

Support the Coaching team in the following ways:

Coaching (70%)

- Provide support in the recruiting of new coaches, including managing information and communications, onboarding and organizing professional development opportunities.
- Coordinate the scheduling and delivery of communication (email, social media posts, webinars, etc.) to ATD coaches and participants in grant or contractually funded projects, and other project stakeholders.
- Schedule and support video- and/or tele-conference calls with coaches, pathways partners and other partners.
- Work with Services Management, Network Engagement and Research units to review, format and report key data related to the productivity and effectiveness of coaching interactions.
- Support the Canvas Coaches Course, including on-going updates and improvements and monitoring participation and analytics
- Coordinate with Network Engagement in the delivery of jointly-sponsored calls, webinars and other communication with ATD network colleges.
- Manage the implementation logistics of the Pathways Collaborative Grant, JFF Pathways contract and other contracts, including coordination with Events, information sharing and contractual/travel reimbursement support for participants.

Events (10%)

- Assist in planning and provide onsite support to project-related events, including training for external participants, ATD coach retreats, Kickoff and ATD learning events such as DREAM.

Financial (10%)

- Maintain and monitor processes for compliance reporting to Gates Foundation and other funders and assist in monitoring payment schedule, receipt of deliverables, and disbursement of grant and contract funds.
- Assist in the writing of meeting summaries, news updates, and other communications.

Technology and Operational (10%)

- Help maintain and provide technical support with digital technologies, tools, and platforms used to support the initiative (Canvas, Microsoft Office 365, Qualtrics, Zoom, Salesforce and others).
- Perform other duties as needed.

Skills/Qualifications/Experience

- Bachelor's degree and two years office experience (or AA degree with three years' experience), preferably in higher education or a related field.
- Proficient user of Microsoft Office tools, including Power Point and Excel and data visualization, along with at least a basic understanding of Canvas (or other online learning management systems) and Qualtrics.
- Prior experience using Salesforce is highly desirable.
- Excellent project management skills; must be able to keep track of multiple projects and to move them forward simultaneously; needs to be detail-oriented and organized.
- Strong research, writing, and oral communication skills, with ability to communicate effectively with various audiences.
- Exceptional customer service skills and a professional demeanor.

Competencies

Disciplined Execution: Demonstrated ability to manage multiple projects and tasks simultaneously, work independently, and produce high quality work products within tight time constraints.

Effective Communication: Strong communication skills (written and oral); timely communication and use of inclusive and respectful language in relating to others; ability to communicate information up, down, and across, both inside and outside an organization.

Systems Thinking: Ability to understand “big-picture” approach and manage workflow effectively and efficiently.

Position Details

Position Type:	Full Time, Exempt
Salary Grade:	3
Reports To:	Chief Learning Officer
Work Location:	Silver Spring, Maryland
Level of Travel Required:	Minimal

August 22, 2019

Achieving the Dream, Inc. does not discriminate on the basis of race, color, national origin, religion, gender, gender identity, age, veteran status, sexual orientation, marital status, or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.

~ EMPLOYMENT IS CONTINGENT ON A CANDIDATE'S SUCCESSFUL COMPLETION OF A BACKGROUND CHECK ~