



ADMINISTRATIVE PROGRAM COORDINATOR

Down Syndrome Association of Pittsburgh (DSAP)

Pittsburgh, PA

Hours: 20 hours/week, part-time

Location: Remote/home office, with in-person responsibilities in the Greater Pittsburgh area

POSITION OVERVIEW:

The Part-Time Administrative Program Coordinator will support and play a critical role in the growth and expansion of DSAP's programs and services. The position will support the Executive Director (ED) and Board of Directors in planning and coordination of program-related events such as World Down Syndrome Day Celebration, Topgolf Fundraiser, Zoo Day, Kennywood Day, Pittsburgh Buddy Walk, Family Connections, Speaker Series, and any additional DSAP programs and events. This role executes the daily operations that keep DSAP running and is on the front lines of serving our members, volunteers, partners, and board. This role will report to the ED and work collaboratively with DSAP's volunteer board of directors to implement initiatives and programs to support the organization's mission.

DSAP is seeking a self-starter with high energy and excellent time management skills who can work independently without daily supervision. This role must demonstrate sensitivity, awareness, and commitment to supporting individuals with Down syndrome and their families. While possessing excellent customer service skills, this position must positively interact with our members and stakeholders. In addition to possessing strong computer skills, this position must be comfortable independently problem-solving and working with the many technological platforms that support our work. Must also have experience with event promotion, logistics, coordination, and follow-through. This position must also have a can-do attitude and be comfortable delegating and following up on tasks to DSAP board members and volunteers when needed. Overall project management training or experience is preferred.

JOB RESPONSIBILITIES:

- Serve on planning committees and provide in-person program and event support for World Down Syndrome Day, Topgolf Fundraiser, Kennywood Day, Pittsburgh Buddy Walk and any other special DSAP-sponsored event.
- Partner with Program Leads/Committee Chairs to create and maintain project plans, track expenditures, and maintain individual program budgets.
- Schedule and organize meetings/events and maintain agenda, noting action items, owners, and manage timelines.

- Partner with external vendors, location leads, and organizational partners for tactical execution of events.
- Prepare event planning updates to be presented to leads/chairs, directors, and ED on a regular cadence.
- Create social media art, promotional materials, and event flyers
- Manage program and event communications to members via social media, eBlasts, website, etc. This would include full-circle programming with creating the campaign within our software, then creating and managing social media events, posts and interacting/answering questions within all direct messaging and post comments. Sending program reminders to registered attendees.
- Respond to and triage incoming emails and phone calls from members, new families, health care workers, and community members in a timely manner. Assign calls to ED or relevant directors or volunteers as needed and ensure timely follow-up by those parties.
- Provide administrative support for all DSAP programs and events.
- Assist ED with day-to-day office operations and tasks (mailing donor receipts, managing deposits, updating member database, mailing store merchandise, etc.)
- Maintain organization's shared Google Drive
- Pick-up mail from P.O. Box in Upper St. Clair several times a month

JOB REQUIREMENTS:

- Bachelor's degree or commensurate experience.
- Excellent, proven attention to detail and ability to track many tasks simultaneously.
- Experience with event planning and execution.
- Ability to work with diverse teams and fast-paced environments.
- Excellent customer service and interpersonal, written, and oral communication skills.
- Strong computer and technological problem-solving skills. Proficiency in Google Office Suite, Microsoft Office Products, Flipcause (event-creation software, CRM, reporting), Canva, Constant Contact, and social media platforms. Ability and willingness to learn our tech platforms.
- Graphic design (or skilled in Canva/Photoshop) and social media engagement experience preferred.
- Ability and willingness to work a flexible schedule to include periodic evenings and weekends as needed for DSAP programs and events.
- Required weekend attendance at the World Down Syndrome Day Celebration, Topgolf Fundraiser, Zoo Day, Kennywood Day, Pittsburgh Buddy Walk and any other mandatory DSAP events/programs.
- Passion for serving people with intellectual and developmental disabilities
- Commitment to diversity, equity, and inclusion.