

## **Program Support Specialist Job Description**

**Position Title:** Program Support Specialist

**FLSA Status:** Non-Exempt, Full-Time

**Core Program Competencies:** Economic Development, Community Development, Education

**Department Name:** Finance

**Supervisor's Title:** Finance and Operations Director

**Pay:** \$13.64/hour

**Benefits:** Health Insurance, Retirement

**Location:** Buffalo, NY

**Organization Mission:** WEDI empowers economically disadvantaged people in Buffalo, NY

**Websites:** [www.wedibuffalo.org](http://www.wedibuffalo.org), [www.westsidebazaar.com](http://www.westsidebazaar.com)

### **Programs Overview:**

WEDI fulfills its mission and vision through three core competencies.

- *Economic Development: Low-income individuals and families attain sustainable incomes through business creation and expansion.* Since 2012, WEDI has served over 1000 clients in business training, technical assistance, and microloans.
- *Community Development: Entrepreneurs create focused, market-driven, and sustainable destinations that bring people together to create strong, diverse neighborhoods.* WEDI hosts up to 21 businesses in its retail and commercial kitchen space, the West Side Bazaar, and has successfully graduated over 25 small-business owners who grew shops at this incubator.
- *Education: English language learners acquire comprehension and fluency to attain parity with native English-speaking peers, which in turn promotes high graduation rates, family health, and a strong community.* The ENERGY, FLY, and Launch after-school programs serve over 100 English language learners from Buffalo's West Side who are in grades 1-9.

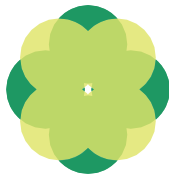
### **Position Summary**

WEDI's Program Support Specialist will be responsible for providing an excellent customer service experience for all clients and partners entering the office or communicating via email or phone. They will assist staff with office practices, ordering supplies, and technical support. A portion of their time will be supporting WEDI staff in human resource (HR) activities like hiring staff, managing interns, and organizing staff training. This position requires superb attention to detail, customer service, and multitasking skills.

### **Key Responsibilities:**

#### **Office Management and Administration:**

- Customer service/reception - first in line for answering phones, making appointments
- Checking mail, unpacking orders, signing for packages
- Oversee all purchase and maintenance of appropriate level of office supplies. Responsible for vendor management and communication for building and supply vendors
- Ensure all open areas of the office are maintained in a clean and neat fashion. Oversee storage and disposal of office supplies and assets (garage, cabinets, etc.)
- Maintain fixed asset tracking list and tag all new applicable purchases
- Maintain printers, phones, projectors, etc. in working order and obtain maintenance as needed
- Checking, forwarding, and/or replying to WEDI general info email account

***Finance Support:***

- Log all incoming checks
- Provide initial QuickBooks training for interns doing bookkeeping work
- Bookkeeping support and special projects as needed
- Maintain a grant tracking spreadsheet with deadlines and deliverables

***Human Resource Support:***

- Support basic HR tasks like submitting paperwork, processing checklists, maintaining files, coordinating health insurance, maintaining vacation calendar, and updating birthday calendar
- Assist Directors with recruiting and hiring process
- Intern recruitment, interviewing, and placement process; some intern management
- Assist staff with volunteer recruitment, communication, and recognition
- Staff retreat planning and execution
- Manage timesheet process

***Program Support:***

- Staff meeting minutes and follow-through
- Assist staff with mailings, grants, and data entry as needed
- Maintain organization of server and Google Drive
- Filing and maintenance of organization-wide files
- Perform periodic audits - checking that standard operating procedures (SOPs) are being followed, files are being maintained correctly, etc.
- Cross-trained to do Economic Development/West Side Bazaar client intakes and tabling events
- Maintain communication of training opportunities for staff and support-related activities

**Required Qualifications**

- Ability to complete tasks quickly and on schedule; ability to manage multiple projects
- Competent and efficient in Google, Microsoft Office, and other internet applications
- Demonstrated problem-solving skills; willingness to learn on the job and be flexible
- High accuracy in work, organizational skills, and attention to detail
- Great customer service skills

**Preferred Qualifications**

- Experience managing an office or assisting with office tasks
- Demonstrated customer service abilities
- Experience working in a non-profit, mission-driven organization
- Passionate about programming that empowers diverse, low-income communities

Please send a resume, cover letter, and writing sample to [jobs@wedibuffalo.org](mailto:jobs@wedibuffalo.org).