

## **Program Associate**

<b>Classification:</b>	<i>Full-Time, Non-Exempt</i>
<b>Department:</b>	<i>Civic Leadership Development Unit</i>
<b>Work Modality:</b>	<i>In-person, onsite</i>
<b>Reports to:</b>	<i>Director of Programs</i>
<b>Travel Requirements:</b>	<i>Periodic travel may be required for training or business purposes.</i>
<b>Job Purpose:</b>	<i>The Program Associate is responsible for providing administrative, logistical, material and technology support for programs, activities, and events hosted virtually, off-site and in-person at the Kansas Leadership Center. This position will include executing programs, inputting/tracking data, front-desk/reception, contractor and partner support across the Civic Leadership Development Unit.</i>

### **Who we are looking for:**

This opportunity is for a detail-oriented, self-starter who has great customer service and communication skills as well as experience with project management. In addition to being organized and a team-player this individual should:

- Be confident in their abilities but always looking to learn more.
- Have a passion for creating healthier Kansas communities and/or a desire to embody the ideas taught by the Kansas Leadership Center.
- Have a flexible and positive mindset, with the ability to change course and adapt to changing environments and work processes.

### **Job Responsibilities:**

- Serve as a member of the Programs Team, working closely with Director of Programs and Program Managers to provide support for assigned programs, events and initiatives to ensure excellence in delivery and maintain high-quality hospitality standards and participant experience
- Provide dedicated technical and administrative support for KLC programs and initiatives utilizing virtual platforms
- Staff downstairs reception area to receive vendors, welcome guests and direct to appropriate meeting space, answer main phone line, receive mail, etc.
- Work with Director of Operations and delivery team to coordinate travel logistics for assigned off-site programs to include program delivery on evenings and weekends

- Onboard fully to deliverables of assigned contracts upon handoff from Business Office to ensure execution of Program Delivery phase of Opportunity Engagement Funnel
- Track program execution work utilizing adopted project management system to inform and execute project timelines and tasks sharing progress across relevant program teachers and staff
- Execute the registration, participant communication and logistics for programs, events and initiatives as assigned, virtually and in-person communicating and coordinating with external partners as needed
- Serve as point of contact for external partners to schedule programs and various program preparation meetings
- Create Production Guides and support planning meetings to ensure all materials including handouts and slides are ready for program and consistent with brand standards among all KLC programs
- Participate in program debriefs for assigned Civic Leadership Development programs providing feedback to program delivery team and ensuring learning is shared for future work
- Maintain database with up-to-date contact information for event and initiative participants
- Review, assess, and assist with administering program evaluations to inform continual improvement in the delivery of programs
- Assist with Speaker Bureau initiative administration executing event requests and tracking relevant data with team members
- Assist with onboarding and training processes of new staff, particularly as it relates to program execution processes seizing opportunities to give feedback to colleagues
- Maintain participant and staff break areas routinely ensuring supplies are stocked, dishwasher is unloaded weekly, and snacks and coffee are available
- Coordinate with Operations to ensure event and program needs are met, to include lobby and classroom set-up/clean up
- Assist with catering and refreshment set-up for in-person gatherings as needed
- Other duties as assigned

***Preferred Skills and Qualifications:***

- A bachelor's degree is preferred but not required.
- A minimum of two years of experience in a professional working environment planning and managing events or related training and experience is preferred.
- Excellent interpersonal and communication skills sufficient to express ideas both orally and in writing, to a variety of constituencies.
- Demonstrated time management and organizational skills.
- Deadline oriented with significant attention to detail and process.



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- Proven ability to demonstrate a high degree of initiative and willingness to accept responsibility.
- Demonstrated ability to work independently and with a team in a highly collaborative environment.
- Demonstrated ability to manage multiple projects and tasks simultaneously.
- Demonstrated ability to successfully work under pressure to meet deadlines.
- Ability to receive feedback and have a growth mindset.
- Demonstrated proficiency in Microsoft Office applications or similar software with the ability to learn new or updated software.
- Demonstrated experience hosting virtual engagements via Zoom.
- Flexibility with work schedule.
- A professional and positive attitude.

***Physical Requirements:***

- Ability to focus for sustained periods.
- Ability to use computer and telephone.
- Ability to perform repetitive wrist/hand/finger movement.
- Ability to occasionally move objects up to 15 pounds.

Applicants should send resume and cover letter to [careers@kansasleadershipcenter.org](mailto:careers@kansasleadershipcenter.org).