



Program Associate (Speaker's Bureau/Bookstore)

Classification:	<i>Part-Time, Non-Exempt (25-29 hours)</i>
Department:	<i>Civic Leadership Development Unit</i>
Work Modality:	<i>In-person, onsite</i>
Reports to:	<i>Director of Programs</i>
Travel Requirements:	<i>Periodic travel may be required for training or business purposes.</i>
Job Purpose:	<i>The Program Associate is responsible for providing administrative, logistical, material and technology support for activities, programs and events hosted virtually and in-person at the Kansas Leadership Center. This position will include administering Speaker's Bureau events, supporting the KLC bookstore, inputting/tracking data, front-desk/reception, and contractor and partner support across the Civic Leadership Development Unit.</i>

Who we are looking for:

The Kansas Leadership Center seeks an experienced program administrator to join its Civic Leadership Development unit. This role will work closely with the Director of Programs and other key staff to execute business initiatives across the organization. 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 the Director of Programs to provide support for assigned programs and events as needed to ensure excellence in program delivery and participant experience
- Work closely with appropriate directors and teams to support efforts including but not limited to KLC Speaker's Bureau, Core and Custom Leadership Development Programs, Leadership Transformation Grants, Elected and Appointed Officials, Community Leadership Programs, Civic Engagement offerings and other special projects that advance KLC's mission
- Serve as primary point of contact for Speaker Bureau administration and execution for:
 - Internal staff sharing relevant event, speaker and evaluation details
 - External partners coordinating event details and logistics with speaker availability, negotiating cost, drafting contract and issuing invoice
 - KLC speakers coordinating schedules, communicating event details, expenses, contractor rates, and issuing handoff to partner

- Partner with Program Manager to implement guidelines and improve overall processes to execute strategic goals that include data and revenue tracking
- Track all speaker's requests utilizing adopted project management software, maintain database with relevant information and report all relevant data to inform teams and goals
- Inform and enforce expectations of KLC speakers pertaining to data, evaluation and materials standards including post data, evaluation slides and content creation expectations
- Serve as primary point of contact for KLC online and front-desk Bookstore with:
 - Internal staff regarding purchase options, shipping and inventory questions
 - External fulfillment and distribution center communicating purchase details, issues and inventory updates
 - Bookstore customers mitigating service issues, providing shipping information and processing cancellations/refunds
- Inform and enforce KLC process for tracking "in-house" inventory regularly to maintain appropriate level of in-stock materials, initiate re-order request and assist with in-house book needs utilizing cost and discount guide
- Support and collaborate with relevant teams regarding non-distribution center materials and fulfill internal and online bookstore orders as needed
- Coordinate bulk orders to include communicating costs with customer, issuing invoice, and inputting order with fulfillment center
- Help to identify and innovate new processes to organize work, streamline tasks and ensure integration and continuity among all speaking engagements
- Assist with onboarding and training processes of new staff, particularly as it relates to program execution processes seizing opportunities to give feedback to colleagues
- Staff downstairs reception area to receive vendors, welcome guests and direct to appropriate meeting space, answer main phone line, receive mail, etc.
- Responsible for event and program set-up to include furniture removal and classroom set-up/clean-up
- Maintain participant and staff break areas routinely ensuring supplies are stocked, dishwasher is unloaded weekly, and snacks and coffee are available
- Assist with catering and refreshment set-up for in-person gatherings as needed
- Provide dedicated technical support for KLC programs and initiatives utilizing virtual platforms 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.

- 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