

Program Associate (Program and Technology Support)

Department/Classification:	<i>Operations – Full-Time, Non-Exempt</i>
Job Title:	<i>Program Associate</i>
Supervisor:	<i>Director of Programs</i>
Job Purpose:	<i>The Program Associate is responsible for assisting with events and programs hosted virtually and at the Kansas Leadership Center Conference Center. This position will include administering technical support, managing logistical tasks for programs and events and front desk/reception support.</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, flexible and a team-player this individual should:

- Be confident in their abilities but always looking to learn more
- Have passion for creating healthier Kansas communities and/or a desire to embody the ideas taught by the Kansas Leadership Center

Job Responsibilities:

- Serve as a member of the Programs Team, providing support for all programs and events as needed to ensure excellence in program delivery and participant experience
- Manage the registration, participant communication and other logistics for programs and events as assigned, virtually and eventually in-person
- Provide primary technical support for KLC programs utilizing the Zoom Conference Software platform
- Review, assess, and assist with administering program evaluations to inform continual improvement in the delivery of programs
- Maintain database with up-to-date contact information including data entry when needed
- Staff downstairs reception area to serve as back up to the front desk/receptionist, including answering main phone line and welcoming guests to direct to appropriate meeting space
- Coordinate with Event Manager to ensure event needs are met, including lobby and classroom set-up/clean up
- Assist with catering and refreshment set-up for in-person gatherings as needed
- Other duties as assigned

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
- Demonstrates excellent time management and organizational skills
- Deadline oriented with significant attention to detail and process
- Ability to demonstrate a high degree of initiative and willingness to accept responsibility
- Ability to work with a team in a highly collaborative environment
- Ability to manage multiple projects and tasks simultaneously
- Ability to work under pressure to meet deadlines
- Ability to demonstrate a customer service attitude
- Flexibility with work schedule
- Highly proficient in Microsoft Office applications
- Able to demonstrate 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/finer movement

- Ability to occasionally move objects up to 15 pounds

Please forward cover letter, resume and at least two professional references to Wendy Pollman, HR representative, at hr@kansasleadershipcenter.org.

Kansas Leadership Center is proud to be an equal opportunity employer.