Position opening: Program Support Coordinator

Hourly rate: $15.30 to $17.00 per hour

ABOUT PREPARE + PROSPER

Prepare + Prosper (P+P) is a nonprofit that works with people to build financial well-being and address financial inclusion. Harnessing the power of volunteers and partnerships, we provide free tax preparation and financial services, products, and coaching, and work to change systems to create economic opportunity for everyone. We are committed to the principles of diversity, equity, and inclusion in our work are particularly interested in receiving applications from people of color and those with lived experiences similar to the people in our programs. Learn more about P+P at prepareandprosper.org.

POSITION AT A GLANCE

💡 Our preferred candidate comes with a passion for working directly with people and recognizing the strength and power within each individual to improve their financial situation. They might not match every qualification listed here, but they are a doer and are willing to learn along the way.

憔 This is a full-time position with a comprehensive benefits package. Additional details below. This position requires evening and weekend hours 2-3 times per week.

📍 The office is located near University Avenue West and Highway 280 in St. Paul with free parking and public transit options available.

👥 This position reports to the financial capability manager and works closely with staff across the organization.

WHY THIS POSITION IS IMPORTANT

The program support coordinator works across Prepare + Prosper’s (P+P) Money Mentors financial coaching and Financial Access in Reach (FAIR) financial inclusion programs. The coordinator is the point person for all people reached across these programs and will work closely with the program managers to recruit, enroll, and support hundreds of people in their journey to reach their financial goals.

The coordinator promotes and incorporates diversity, equity, and inclusion in planning, decision-making, and program implementation to advance P+P’s racial equity and economic justice commitment to address systemic racism and foster trust in supporting customers in building financial well-being.
DUTIES INCLUDE

- Signing people up for FAIR bank accounts by answering questions, assessing interest and fit, and guiding them through the account onboarding process.
- Supporting people in the Money Mentors financial coaching program, including setting up for in-person sessions, leading peer discussion groups, and tracking participation.
- Providing non-judgmental support and follow-up to people in-person and via email and phone.
- Collecting, entering, and maintaining all program data for both FAIR and Money Mentors.

WHAT YOU ARE GOOD AT

- You can build trust and rapport with a diverse group of people. You make people feel valued and heard when responding to their questions and concerns.
- You are a good communicator, and can comfortably and clearly express yourself in-person, in emails, over-the-phone, and in front of diverse groups.
- You have good organizational and time management skills. Your teammates can depend on you to carry out your work and meet deadlines.
- You pay attention to details and can track multiple, ongoing tasks and projects.
- You are a creative problem-solver.

WHAT YOU HAVE DONE

- You have worked directly with people from diverse cultural and socio-economic backgrounds. It is a plus if you have experience with performing your work with equity and social justice in mind.
- You have experience leading groups and presenting information in accessible ways.
- You are comfortable using or learning new technologies like MS Word, Excel, and basic internet use.
- You have some experience entering and organizing data regularly and accurately.
- You have done deadline-driven work and managed multiple moving parts and/or people to meet a deadline.
- Knowledge of financial capability and inclusion issues is a plus, but not required, and training will be provided.

BENEFITS THIS POSITION OFFERS

Our benefits package for this position includes:

- Health, dental, life, and short/long term disability insurance
- Generous PTO accrual rate (19 paid days off for the first year of employment)
- 16 paid holidays (14 set days and two floating holidays)
- Retirement plan (SIMPLE IRA)
- Flexible Spending Account/Health Savings Account
- Mileage reimbursed for work-related travel

Additional benefits details will be provided to those selected for an interview.
WORK ENVIRONMENT

- This position operates primarily in an office environment that is accessible. Some work at off-site locations may be required and those may not necessarily be fully accessible.
- The employee must be able to detect, interpret, and read objects at close and far distances
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets, and fax machines.
- This position requires the ability to frequently lift and/or move objects up to 30 pounds and occasionally lift and/or move objects up to 50 lbs.
- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to move around the office and between offsite meetings; grab, move, and manipulate objects, and operate a computer.
- Occasional travel between the main office and remote Twin Cities locations is required. Must have access to reliable transportation options.
- Two evenings a week, one of which will be Tuesday, and the first two Saturday mornings each month, flexible with remaining days and hours.
- Workplace is a smoke- and drug-free environment

HOW TO APPLY

- Submit a resume no later than Monday, March 23, 2020 to jobs@prepareandprosper.org with the subject line “program support coordinator”. Questions about the position can also be addressed to this email.
- You do not need to submit a cover letter, but please answer the following questions in your email to us:
  ○ Where you heard about the position.
  ○ What interests you in working for P+P.
  ○ Highlights of your personal and professional background that would help us see you as an outstanding candidate.
- Anticipated start date: mid-to-late April 2020.

OUR COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY

P+P is an equal opportunity employer and does not discriminate against any individual with respect to the terms and conditions of employment based on that individual’s race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws.