

CultureALL is hiring: Program Coordinator



Join the team - cultivate belonging in Iowa

Reports to: Operations Director

Classification: Full-time, Salaried: \$45,000-\$50,000 annually

Location: Greater Des Moines

To apply: Send **letter of interest** and **resume** by 4/26/24 to: Jess@CultureALL.org

CultureALL values the diversity of our community. You'll see us in **schools, the workplace, and wherever people gather**. The experiences we provide invite Iowans to participate in cultural traditions, which lead to greater appreciation for the diversity around us. Our ultimate goal is to elevate our behaviors and attitudes to a higher level of acceptance and collaboration.

Position Summary

As the Program Coordinator, you will work closely with the Program Director to coordinate programs, ensuring a high quality of service and collaborating for business expansion. We are excited for you to get to know the 80+ Ambassadors in CultureALL's network who represent 35+ cultures. You will collaborate with these Ambassadors through the scheduling process to present workshops that are transformative. Through this process, you will document detailed records about each client communication and booking with impeccable accuracy. You will also recruit new Ambassadors and assist with coordinating their training and development. The clients you will serve and support include schools, older adult living communities, businesses, libraries, festivals, and more. These clients will rely on your guidance to produce programmed events that leave everyone feeling like they belong.

CultureALL serves 40,000 people each year with a small staff of seven people. We work collectively to identify our annual and quarterly goals, we support each other in accomplishing those goals, and we hold each other accountable for getting the work done. We are eager for you to join us in this vital role of sharing cultures so Iowa becomes more welcoming, inclusive, and prosperous.

Responsibilities:

75% Scheduling

- Consult with K-12 educators, community representatives, and corporate clients to create cultural experiences tailored to their needs
- Schedule workshop sessions and other program-related events aligned to client's budget
- Build custom schedules for multicultural events
- Enter event and communication details into Salesforce
- Use both templated and personalized messaging to communicate with clients, contractors, and other stakeholders, ensuring all pertinent program-related content is communicated efficiently and effectively

25% Program Quality

- Follow up with clients to exchange data, photos, and anecdotes from recent programs
- Routinely survey clients, contractors, and participants and report feedback weekly
- Partner with Program Director to evaluate data to identify trends to improve programs and services
- Build and strengthen relationships with clients, community partners, and contractor network

Minimum Qualifications

- Prior experience with scheduling required
- Adaptable, flexible, and positive in dynamic environments
- Highly motivated to serve CultureALL's mission
- Aligned with CultureALL's values
- Efficient with time management in order to complete weekly and quarterly goals
- Highly professional - with integrity, optimism, energy, and a spirit of collaboration
- Detail-oriented with outstanding organizational skills
- Self-disciplined to complete administrative tasks and recordkeeping with accuracy and timeliness
- Enthusiastic about contacting new and existing clients, especially in the K-12 education system
- Skilled with client-centered communications
- Committed to understanding concepts related to culture, diversity, equity, and inclusion
- Experienced with software for word processing, spreadsheets, slide presentations, and CRM databases (Salesforce)
- Valid driver's license with reliable transportation

Benefits

- Hybrid/Flexible working environment
- Paid Vacation
- Developmental Opportunities
- Health Insurance Option
- Paid Holidays

The CultureALL office is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, Christmas and the day before or after (to be determined by the Executive Director). All observed holidays can be flexed for alternative dates based on employees' personal practices. Martin Luther King Jr. Day and Juneteenth are observed and each considered a day of service in the community.

CultureALL believes that sharing the cultural richness of our community with others will elevate our society and the quality of life for all.