**Program Assistant (Remote)**

**Flexible location within the United States; Pacific time zone strongly preferred**

*Please note: You must currently reside in the United States and have permanent work authorization (we do not offer visa sponsorship).*

[Listen4Good (L4G)](https://listen4good.org/) helps nonprofits and government agencies build the capacity to listen and respond to their clients, leading to positive changes in the way they make decisions, deliver services, and partner with the people they serve. L4G was created in 2016 by Fund for Shared Insight as a part of its effort to promote high-quality listening and equity-driven feedback practices across the social sector. Grounding our work is a fundamental belief that high-quality feedback, when fully embraced by organizations, can catalyze consistently inclusive and equitable relationships with clients.

**POSITION OVERVIEW**

This is a newly-conceived role that provides a wide-range of support to Listen4Good’s Central team to ensure that our services are effective, efficient, and responsive. This position primarily sits within our Programs Team but also supports our Partner Services team and provides limited support to our Managing Director. As such, this position is ideal for someone who can juggle multiple competing tasks while holding a global view of organizational priorities. If you thrive in supporting program execution, have a strong eye to detail, and “enjoy wearing many hats”, this position is a great fit for you!

Our ideal candidate brings excitement for L4G’s model to use feedback to create positive change and experience providing administrative support to programs. You bring a maturity to working with diverse team mates and ideally, experience working with more than one internal team at an organization. You are committed to social justice, racial equity, and inclusion, and thrive in a work culture that values diversity, inclusion, equity, and belonging.

*This is a great opportunity for an individual seeking to apply their skills, and passion for social justice, equity, and inclusion to the nonprofit sectors. We strongly encourage individuals who reflect the communities whose voices we seek to amplify, including Black, Indigenous, and people of color, and LGBTQ individuals, to apply.*

**Responsibilities**

* Program support:
	+ Support implementation of learning webinars for organizations that are participating in Listen4Good, including infrastructure, communications, and activity tracking; potential for deeper involvement in webinar development depending on interest
	+ Assist with calendaring, tracking, and updating program cohort and webinar dates across various internal and external tracking documents
	+ Provide support with participating organization’s registration, onboarding/off-boarding, and communications
	+ Update and maintain program resource materials in online platforms like Zendesk and Google Slides
	+ Play lead role in maintaining accurate and up-to-date participant records in Salesforce; add, edit, and pull reports, perform bulk updates, and other ad hoc requests to support program and partner services needs
	+ Support invoicing of Listen4Good clients, and processing of honorariums and gift cards as needed
	+ Coordinate reimbursement process for key team expenses
* Managing Director support:
	+ Help maintain schedule of Managing Director including scheduling phone calls and virtual meetings with external parties
	+ Assist with planning and logistics for team-wide meetings and convenings with organizational and funder participants
	+ Coordinate reimbursement process for key expenses
* Marketing support:
	+ Support development of marketing materials
	+ Assist with periodic electronic mailings to Listen4Good mailing list using platforms like Campaign Monitor
	+ Coordinate mass inputting of contact lists from spreadsheets into salesforce

**Key Skills and Qualifications**

* Commitment to social justice, equity, and inclusion, and an interest in lifting up the voices

we seek to amplify

* Highly organized, with excellent prioritization skills and ability to self-direct in a multifaceted role
* Knowledgeable in Salesforce, particularly for contact management; comfort with Excel
* Familiarity with various types of virtual platforms (e.g. scheduling, conferencing, mass mailings, etc.) or strong willingness to learn
* Extremely strong attention to detail and demonstrated ability to process large amounts of information accurately
* Comfortable working in a virtual team environment (Note: we are a 100% remote team spread across different time zones)
* Learning mindset – open to feedback and a willingness to learn new approaches and systems; highly collaborative, flexible, and adaptable to changing environment and inevitable evolution of program
* Prior experience in administrative or programmatic roles within the nonprofit sector preferred

**LOCATION & COMPENSATION**

Listen4Good operates as a virtual organization and offers a flexible work environment that supports the wellbeing of our team. This position can be based anywhere in the United States but we have a strong preference for someone based in the Pacific time zone. This is a full-time hourly contract position with a rate of $40-45/hour.

**TO APPLY**

Please send an email to Karla Gregorio, Program Manager at karla@fundforsharedinsight.org with the following: 1) a tailored cover letter that explains why Listen4Good’s work excites you and why this particular role is a fit for you and 2) your resume. Applications will be reviewed on a rolling basis.