



*Advancing Community-Driven Social Change*

**Coordinator, Program Operations**  
**Full-time, Regular Position**

**Summary**

[Social Good Solutions \(SGS\)](#) is a Black woman-owned and operated boutique consulting firm that works with philanthropic institutions, nonprofit organizations, public agencies, and institutions of higher education to design, operationalize and manage racial justice initiatives from concept to implementation.

Our core values are grounded in dignity and justice for all, community-centered solutions, and excellence at every turn. Using a participatory framework and co-design approach, we support our clients in their journey to operationalize racial justice. Our three primary portfolios of work include: Initiative Management, Strategic Advising, Organizational Culture Transformation and Special Projects.

The *Coordinator, Program Operations* is responsible for providing a wide range of operational, logistical and project support across the Initiative Management portfolio. This position requires excellent project management skills including deep attention to detail, time-management, research, writing, communication, and event planning, along with technical acumen to track timelines and deliverables across multiple simultaneous project efforts.

This position is well suited for a dynamic self-starter with a keen eye for detail and who has the required skills to work in a close-knit, telework environment; is personable with excellent follow-through; adaptable to various project and administrative needs; and possesses a desire to learn and contribute to social justice movements.

**Specific Responsibilities:**

While the responsibilities below outline the key responsibilities of the position, other duties may be assigned. This position reports internally to the Managing Director, Programs & Operations, and collaborates with team members managing grant-making initiatives.

*Program Operations*

- Track program implementation timelines and calendar key events, including:
  - Rollout of grant programs and related programming, outreach/engagement & orientations
  - Program evaluation check-ins and OR evaluation grantee check-in meetings
  - Grantee reporting deadlines and requirements
  - Grantee convenings, annual events, network engagement events, funder learning labs, etc.
  - OR program rollout - schedule info session, opportunity announcements and reminders, review committee orientations, and final review sessions
- Coordinate, disseminate and organize review materials for the various Community Grantmaking bodies
- Conduct regular and ongoing program eligibility checks on all membership orgs and grant applications
- Develop and maintain a Grant Deliverables Document for each program in each initiative area
- Support grant agreements coordination and dissemination
- Provide logistics and planning support for virtual and in-person meetings
- Update grantmaking data on tracking sheets and in database; ensure data entry continuity and integrity
- Provide note-taking support to facilitated meetings (virtual and in-person)
- Support with responding to general inquiries from the network and in facilitating grantee connections
- Ensure program documents are properly coded and organized in Google drive folders
- Support team members with project-related research

## Qualifications

**This position is an excellent opportunity for an organized, self-starter.** SGS works with a high degree of professionalism and community care. As such, team members are expected to represent SGS with integrity and excellence. The ability to plan ahead, anticipate needs, document decisions, build trust and camaraderie with peers and elders, and perform responsibilities with limited oversight are all essential skills. We operate as a sacred sisterhood worthy of our own and each other's dignity and respect.

The ideal candidate will possess the following professional and personal abilities, attributes and experiences:

- Some college education: Bachelor's degree strongly preferred.
- 3-5 years of relevant operations experience, preferably in a nonprofit or small, startup environment.
- Clear experience in providing detailed operations and/or administrative support.
- A people-person with excellent follow-through and the ability to handle project complexity.
- Deep attention to detail, exceptional organization, time management and project planning skills.
- Sound research and writing skills with attention to proper spelling, grammar, email etiquette and formatting required.
- Technical command of Google Suite, Microsoft Suite, Zoom, Canva, data entry and survey platforms; online meeting and project management tools; comfortability with incorporating new technologies.
- Cultural intelligence, evidenced by a background living and/or working in communities served by SGS.
- Ability to anticipate and think ahead.
- Ability to self-manage in a virtual environment; manage time effectively and be responsive to various forms of communication.
- An exceptionally high work ethic with a sense of pride in one's work.
- A high degree of professionalism combined with an ability to build relationships, trust and rapport across a spectrum of stakeholders ranging from high-net worth individuals and funders to grassroots community leaders, other colleagues and team members.
- Open to learning, developing, feedback and continuous improvement.
- Committed to racial equity and social justice as a personal value.
- Reliable transportation. The ability to commute to events and meetings is essential.
- Experience working in a community-based organization is strongly preferred.

This is a full-time, non-exempt position with a starting salary of \$60,000 annually plus benefits. The position is virtual with local travel across Los Angeles County and the Inland Valley/Empire required. Expected Start Date: No later than November 1, 2023.

SGS offers a range of benefits including:

- Group health insurance, dental, vision and life insurance for the employee; plus, an additional \$2,000 annually for access to counseling/mental health supports
- \$50 monthly stipend for cell phone and internet reimbursement
- Up to \$1,250 annually toward individually designed and selected professional development
- 10 PTO days to be used at the employee's discretion
- Safe Harbor profit-sharing 401K plan with eligibility after 1,000 hours worked
- Paid civic duty (voting and/or jury service up to 10 days)
- 13 paid holidays plus a paid winter holiday break and two-weeks of structured *Quiet Time* in August
- Bereavement and Paid Family Leave

To apply: Please submit the following materials to [this link](#).

- Resume
- A cover letter that answers the following question: *This position is well-suited for me because...*

SGS is an Equal Opportunity company with a strong commitment to gender and racial equity. We welcome applications from all, and strongly encourage individuals underrepresented in the workforce to apply.