



**THE HONOR FOUNDATION**  
honor.org

**JOB DESCRIPTION:**

Job Title: Program Coordinator

Status: Full Time

FLSA Status: Exempt

Supervisor: Director of Programs

Location: Virginia Beach

Date Prepared: 08/20/2021

Please send resumes to: Ashley Brown, Director of People, Virginia Beach [ashley@honor.org](mailto:ashley@honor.org)

**GENERAL SUMMARY:**

The Program Coordinator works closely with the Director of Programs to deliver The Honor Foundation (THF) career transition Program in the evenings at the THF Virginia Beach campus or the Virtual Campus. Major responsibilities for this aspect of the position include:

**PROGRAMS:**

- (60%) Coordinating with the Director of Programs for all operational and delivery aspects and data collection of assigned programs and events including:
  - THF Programs
  - THF Information Sessions
- (20%) Managing communications, facilitating connectivity, and maintaining close working relationships through continual contact both in person and via email and/or telephone:
  - THF's Fellows, Faculty, Coaches and other stakeholders.
- (10%) Coordinating with the Director of People for logistics related aspects of East Coast THF Program networking events and alumni treks.
- (10%) Coordinating with Tidewater Community College (TCC) and THF Staff for office operations.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Assists the Director of Programs with administration and logistics of THF Program with the goal of providing extraordinary customer service.
  - Actively participates in THF Program, planning meetings, and post-program debrief meetings.
  - Actively participates in the planning and execution of program activities (class nights, networking events, treks, graduation, etc.) to enhance communications, provide support and address issues as they arise.
  - Coordinates with the Director of Programs on program logistics requirements
    - Serves as the point of contact with potential Fellows during their application process to resolve any application issues and answer application questions.
    - Assists the Director of Programs in managing course communications with Fellows prior to, during, and post THF Program.
    - Prepares welcome letters, logistics information, assessments and attendance verification for all Fellows.
    - Ensures all class materials, videos and other logistic information is posted on a timely basis to the Google Drive both pre- and post-program.
    - Updates Salesforce as required.
    - Maintains currency of THF Program calendar including Zoom invites for Fellows as required.

- Coordinates with the Director of Programs on classroom logistics requirements:
  - Manages the assignment of wi-fi access for Fellows, faculty/speakers, and coaches for each program.
  - Coordinates with faculty to confirm schedule, classroom requirements, and materials no later than one week prior to class.
  - Purchases all class materials
  - Coordinates catering
  - Coordinates childcare if required
- Assists the Director of Programs in maintaining the THF Program budget.
- Process all payments-invoicing from program costs, office expenses, and personal travel
- Serves as contact and liaison with local NSW, SWCC, Raider, EOD and communities for information and recruitment.
- Coordinates TCC building and WIFI access for VB Campus employees.
- Purchases office supplies and materials
- Perform special tasks as required.

#### SCHEDULE/CALENDAR:

Program length, also referred to as a GROUP or cohort, is 3-months. Each Group typically runs 2 classes per week from 5pm to 9pm, with class preparation beginning by 3 pm. THF Campus offerings historically run two Groups per campus [Spring and Fall]. As THF's impact expands, program offerings may also grow beyond 2 per year.

#### TRAVEL:

Travel may be required (up to 2 times per year) for organizational functions.

#### EDUCATION:

High School Diploma required; higher education preferred.

#### QUALIFICATIONS:

- Experience with Microsoft Office Suite, Google Suite software, database and internet applications required.
- Experience with general administration and logistics support.
- Experience in event planning preferred.
- Experience with the military and military culture is preferred.
- Experience presenting to a group, class, workshop, is preferred.
- Familiar with the THF mission, vision, goals, values and guiding principles.
- Working knowledge of office machinery.
- Experience with Salesforce, Slack, Zoom, Expensify, and other THF utilized software/apps preferred.
- Base Access required.

#### ABILITIES:

- Strong customer and service focus.
- Ability to work independently and within a team environment.
- Ability to problem solve complex problems.

- Exhibit strong interpersonal skills, communicate effectively, and maintain a professional demeanor; good judgment; be culturally sensitive.
- Excellent writing and proofreading skills.
- Excellent organizational and project management skills.
- Strong attention to detail.
- The incumbent is required to keep up to date with software programs relevant to position.
- Ability to prioritize and manage multiple tasks simultaneously and remain cognizant of deadlines and schedules.
- Ability to work well with faculty, staff, outside service providers, program participants, and general public.
- Ability to define problems, collect data, establish facts, draw valid conclusions and suggest/provide solutions.
- Ability to work in a fast-paced environment. Adaptability and agility required.

#### SUPERVISION:

Position does not have any positions reporting to him/her.

#### PHYSICAL/MENTAL DEMANDS:

Requires sitting and standing associated with a normal office environment. Manual dexterity using computer keyboard. May be required to lift and transport materials up to 50 pounds in weight.