



Program Coordinator

(Please note: Please read the entire ad before responding and don't forget to answer our questions below. Thank you!)

TimeSlips' Background

TimeSlips is an award-winning, international non-profit that brings meaning and purpose to late life by inspiring a dynamic of respect and wonder between older people and those who care for them. Founded by MacArthur "Genius" Fellow Anne Basting, TimeSlips provides inspiring tools and resources to spark creative engagement regardless of physical or cognitive disabilities. We work toward a moment when creative engagement brings meaning and purpose to the lives of every older adult.

TimeSlips Core Principles

- Yes, And!
- Asking Beautiful Questions
- Giving Proof of Listening
- Opening to a Sense of Wonder

Position Description

TimeSlips is looking for a passionate, collaborative, problem-solving professional with strong relationship management skills to join our team. We need someone great! Someone innovative, dependable, and resourceful who will thrive in a team environment. Someone with a can-do attitude, excellent work ethic, strong attention to detail, and a positive approach. Someone who enjoys working with the elderly and has a passion for helping others.

The **Program Coordinator** reports to the Program Director. They will support, grow, and strengthen our community of TimeSlips' trainees. This is a part-time, remote position averaging 20 hours/week.

The key areas of focus for the TimeSlips Program Coordinator are:

1. Be the "face" of TimeSlips as the first point of contact for all inquiries to general email address.
2. Be a partner in our trainees success. Help them identify which program/service best meets their needs. Provide assistance as required, frequently to help access training, pay for programming, and troubleshoot any basic technical challenges trainees may face.
3. Maintain relationships with TimeSlips Master Trainers. Communicate key organizational updates and opportunities. Coordinate Master Trainer schedule and assign trainings.
4. Serve as lead for all online and social communications. Update the TimeSlips website and general and community-specific facebook pages with current events, news, programs, and featured innovations from around our network.
5. Support and invigorate the ongoing TimeSlips experience. Listen to our members and respond with joyful support. Schedule and facilitate online dialogues (phone and video) among trainees to share best practices, problem solve, and inspire all members of our community. Make connections between resources where applicable.

6. Work with full TimeSlips team to gather necessary information to support programs including project highlights, survey data, program metrics, and expense receipts for preparing proposals, reports and invoicing.
7. Coordinate team travel and schedule meetings.
8. Other duties as assigned.

Required skills:

- Ability to communicate with a broad, diverse audience.
- Be the champion for our members. Strong customer service orientation with a positive attitude and willingness to “roll up shirtsleeves” to get the work done.
- Comfort with technology, both utilizing to achieve functions of the job and explaining it to our customers who have a wide range of comfort with technology.
- Relationship management (both internally and externally) is key to success in this role
Demonstrated ability to communicate, develop and nurture individual relationships.
- Track record of working both independently and collaboratively with an inclusive working style.
- Excellent communication skills, both written and verbal, with an ability to clearly articulate all of TimeSlips products and services.
- Detail-oriented and able to create systems for organization and efficiency.
- Must enjoy working in a fun, fast-paced, entrepreneurial environment.
- Demonstrate deep commitment to TimeSlips’ mission and core values.
- Minimum 5 years experience working in professional setting.

Bonus skills & experience we’re seeking (absolutely not required to apply for this position):

- Graphic Design
- Bookkeeping
- Experience writing and / or editing public communications
- Experience working in member services, relationship management, in health care, arts, or education.

This position does not have any benefits (paid time off, health or dental insurance or retirement program) except the required government benefits of social security taxes, unemployment insurance and workers compensation insurance.

To apply:

Please send a current resume and cover letter (or cover email) addressing the following to kate@timeslips.org:

1. Why are you looking for a change in employment right now? What happened with your last job? If we were to speak with your last boss, what might she or he say about you?
2. What are you looking for in a job and why does this one sound interesting to you?
3. Please share with us an example of a top customer service experience (either giving or receiving).
4. Your hourly rate requirements (this is very important, so please give a number range from the lowest you can comfortably accept to your realistic "I'd be so happy" amount).

(Please note: We need to know something about you, so please include answers to the questions in a cover letter/email. Resumes are very important but they do not tell us enough about you. We want to hire a great person to join our team just as much as you want a great job. Thank you!)