

Program Coordinator

The Program Coordinator provides hands-on coordination and administrative support for Canal Winchester Human Services' community and senior programs. This role focuses on scheduling, participant support, record-keeping, and day-to-day program assistance to ensure services run smoothly and participants feel supported.

This is an **hourly, non-exempt role** centered on execution and coordination rather than program management or strategic decision-making.

Program Support & Coordination

- Act as the primary point person responsible for the day-to-day execution, scheduling, and coordination of assigned programs, including but not limited to Community Outreach, Emergency Assistance, and Senior Outreach activities.
- Support preparation for program activities, events, and service days.
- Serve as a primary point of contact for participants during programming hours.

Participant & Client Support

- Assist individuals and families with program signups, scheduling, and basic questions.
- Provide a welcoming, respectful experience for all participants.
- Maintain confidentiality and demonstrate sensitivity when working with individuals in vulnerable situations.

Administrative & Record Management

- Maintain accurate program records, attendance logs, and reports.
- Assist with data entry and documentation required for internal tracking or funding compliance.
- Support routine communication with participants, volunteers, or partners as directed.

Event & Outreach Assistance

- Assist with community events, outreach initiatives, and seasonal programs as scheduled.
- Help set up, support, and clean-up program activities or events.

General Support

- Perform other related duties as assigned to support CWHS programs and operations.

Qualifications

- High School Diploma or GED required.
- Valid, state-issued Driver's License required.
- Experience in community services, human services, customer service, or administrative support preferred.
- Strong interpersonal, organizational, and communication skills.
- Ability to manage multiple tasks and meet deadlines.
- Proficiency in Microsoft 365 tools.
- Comfortable working independently within established priorities and guidance while engaging respectfully with seniors, families, and diverse populations.

Physical & Work Requirements

- Primarily on-site work with some community-based activities.
- Ability to stand, walk, bend, and lift items (up to 40–50 lbs).
- Schedule may include occasional evening or weekend hours based on program needs.
- This position is eligible for overtime in accordance with applicable law.

FLSA Classification: Non-Exempt (Hourly)

Reports To: Operations Manager

Location: Canal Winchester, Ohio (On-Site)