

# Job Description: Program Administrator

## NYC-Parents in Action, Inc. (NYC-PIA)

### Organization Overview

NYC-Parents in Action, Inc. (NYC-PIA) is a non-profit volunteer organization, committed to the belief that effective communication, parent to parent and parent to child, is vital to the healthy development of young adults capable of making sound choices. We provide education, information, and a communication network to inform parents about social and developmental issues, including substance abuse prevention. With these tools, we strive to help parents communicate openly, effectively, and consistently with their children.

### Position Overview

We seek a Program Administrator to provide program support for our organization. This full-time, New York City-based position will report to the Board's Staffing Contact and serve as a key resource in the implementation of Board & Board Committee initiatives, strategies, and programming.

The job is principally remote, but attending and supporting NYC-based live events is a requirement. This role requires a unique blend of technical acumen, administrative precision, and relational coordination to bridge organizational silos and support our growing programmatic ecosystem.

Core responsibilities include engaging with our volunteer community, overseeing Parent Talks, supporting both online and event-based parent engagement programs, leading data entry, maintenance, review, and reporting, and assisting with the promotion of NYC-PIA. The Program Administrator will assist with facilitator training, Parent Talks, webinars, seminars, signature events, and our annual benefit(s).

### Responsibilities

#### Community Engagement & Ecosystem Management

- Build and maintain strong relationships with all volunteers.
- Support volunteer engagement, recruitment, and community building initiatives.
- Support school relations activities.
- Assist with donor relations and vendor management.
- Facilitate the "Parent Talks" ecosystem and manage ongoing relationships with program facilitators.

#### Program Planning and Execution Support

- Coordinate facilitator trainee and refresher training sessions.
- Support facilitator skills, activity evaluation, and coordinate mentoring.
- Update, produce, and distribute training materials.
- Coordinate, schedule, assign, and manage Parent Talks.
- Maintain a "bird's-eye view" of organizational moving parts to drive project coordination

across various committees and initiatives, providing horizontal operational support to connect organizational silos.

- Assist with event logistics for parent education and other community events, including securing event space, coordinating facilitators, vendors, speakers, Zoom rooms, and assisting with event design and layout.
- Provide hands-on livestream technical management for webinars, digital seminars, and online events.
- Provide support for all events: signature events, webinars, seminars, training, benefits, and Parent Talks. For NYC-PIA owned events, this includes managing event registration, greeting guests, and helping set up event spaces.
- Ensure that all materials, equipment, and signage are in place before the event begins.
- Assist with post-event evaluations, including collecting parent feedback, reviewing event outcomes, and compiling event reports.

### **Technical & Administrative Tasks**

- Oversee DonorPerfect back-end management, data entry, maintenance, and regular data verification.
- Help with event materials preparation and donor tracking.
- Manage Constant Contact scheduling, posting, and formatting administrative tasks (strategic content approval remains with the core team).
- Handle phone calls, emails, and other communication, including primary monitoring and response for the info@ email inbox, providing rapid-response troubleshooting especially during live events and webinars.
- Moderate social media comments and engagement on YouTube and other digital platforms where organizational content is published.
- Assist with the implementation, configuration, and ongoing support of automation tools to improve operational efficiency.
- Assist with other priorities as identified by the Board.

### **Required Qualifications**

#### **Experience & Skills**

- Bachelor's degree required.
- Minimum 3 years of experience in a fast-paced administrative role.
- Demonstrated success in program coordination and volunteer management, including use of database systems to manage large volumes of volunteers, events, and scheduling.
- Strong proficiency in Microsoft Office, Google's web-based Google Docs Editors suite, Sign-up Genius, and similar online tools that help users organize events and manage volunteers.
- Specific back-end proficiency with DonorPerfect (or equivalent CRM) and Constant Contact administrative workflows.
- Excellence in organizational and time management skills.

#### **Personal Qualities**

- Outstanding communication and interpersonal abilities.
- Proven ability to work effectively with diverse stakeholders.
- Detail-oriented with strong project management capabilities.

- Self-motivated with the ability to prioritize multiple tasks.
- General willingness to adopt new technology and think creatively.
- Eagerness to participate, learn, grow, and think strategically.

## **Compensation & Benefits**

- **Salary Range (2026-27):** \$75,000 to \$93,000 consistent with experience.
- May provide discretionary bonuses based on performance, subject to the approval of the Board of Directors and availability of funds.
- Statutory benefits and paid time off.

This position offers an exceptional opportunity to play a crucial role in supporting NYC-PIA's mission while working with dedicated volunteers and community members to make a positive impact on our mission across New York City.