



## Partnership for Children

**MISSION:** to support, educate, and advocate to build a strong foundation for the young children in our community.

**LEARN MORE:** [www.smartstartpfc.org](http://www.smartstartpfc.org)

### WHAT WILL I ACCOMPLISH?



**Program & Partner Support** Support and coordinate programs, partners, and reporting requirements



**Development & Communications** Support fundraising, board activities, and communications



**Administration & Office Management** Manage office & administrative operations

### WHO SHOULD APPLY?

Passionate about supporting young children, families, and caregivers | Experienced in coordinating programs and services | Proficient in managing grants, fundraising, and donor relations | Skilled in data tracking, reporting, and accurate record keeping | Excellent verbal and written communication skills | Proactive, organized, able to manage multiple priorities and meet deadlines | Comfortable working independently and collaboratively | Adaptable and willing to learn new systems, processes, and software | Professional, culturally humble, and mission-driven | Knowledgeable about community engagement

**In line with our commitment to equity,** we encourage applications from individuals who identify as Black, Latinx, Indigenous, people of color, people with disabilities, members of the LGBTQ+ community, and other underrepresented groups.

# WE'RE HIRING!

## Program and Operations Coordinator

- when** Full-time, non-exempt (35 hours/week) with vacation, holiday, family/community involvement leave totaling up to 25 days + 12 sick days/year
- where** 525 N Justice St, Hendersonville, NC, with travel (in your own vehicle) around Henderson County.
- how much** Hiring Range: \$22 - \$25/hour + 403(b) plan at 4% plus 3% match after 90 days + employer-subsidized health, dental, vision and life insurance + cell phone stipend + mileage reimbursement for all work-related travel + positive, supportive work culture + longevity bonus + flexible schedule

### HOW WILL I SPEND MY TIME?



### WHO WILL I REPORT TO?



#### Sonia Gironda, Executive Director

Smart Start offers a flexible and fun work environment. Our team is supportive and respectful and recognizes the importance of work-life balance. Smart Start offers opportunities to learn, grow, connect and make an impact. We offer a values-driven work culture and we work as a team to provide opportunities children need to be successful. Curiosity and authenticity are welcome and we strive to represent with integrity, kindness, and compassion.



We are less concerned with where you've worked or for how long. We are more interested in how you see yourself in this role and whether you've demonstrated measurable results in most of these areas through your previous work or volunteer experiences.

For more information and a complete job description, visit: [www.smartstartpfc.org](http://www.smartstartpfc.org). Interested applicants should submit a letter of interest and resume to [sonia@smartstartpfc.org](mailto:sonia@smartstartpfc.org).



## **PROGRAM AND OPERATIONS COORDINATOR**

Smart Start Partnership for Children is hiring a full-time Program and Operations Coordinator to support early childhood programs, internal operations, and administrative systems in Henderson County. This position works closely with staff, service providers, and community partners to ensure programs and organizational functions run smoothly.

### **KEY RESPONSIBILITIES**

#### **Program and Partner Support**

- Coordinate and support Smart Start-funded programs in collaboration with staff, NCPC, and community partners.
- Provide technical and administrative support to direct service providers related to program implementation, reporting, and required outputs and outcomes.
- Manage program reporting, data tracking and entry, recordkeeping, and funder-required documentation.
- Coordinate annual planning activities, program bidding processes, contracting, and program and financial monitoring of Direct Service Providers; manage assigned special projects.
- Maintain an awareness of services and resources available to families and childcare providers.

#### **Fundraising, Grants, and Board Support**

- Lead fundraising and development activities, including donor data entry, acknowledgements, annual appeals, and coordination of fundraising events.
- Track grant and fundraising deadlines and assist with required documentation and reporting.
- Provide administrative support to the Board of Directors and committees, including meeting preparation, attendance, minute-taking, and record maintenance.

#### **Operations and Administration**

- Manage front-office and administrative functions, including phones, mail, supply ordering, and general office coordination.
- Coordinate with vendors and service providers, including obtaining quotes, tracking services and deliveries, and serving as the primary point of contact for operational needs.
- Receive, verify, and process invoices for deliveries, ensuring accuracy, proper documentation, and timely submission for payment.
- Perform assigned administrative tasks in accordance with established internal controls.

#### **Community Engagement and Communications**

- Support outreach efforts that promote Smart Start programs through community events, meetings, trainings, and other engagement opportunities.
- Maintain and update website content to ensure accuracy and relevance.
- Support social media and communications efforts by creating and coordinating content, maintaining posting schedules, and tracking basic engagement metrics.
- Build and maintain positive working relationships with families, childcare providers, and community partners while representing Smart Start professionally.

## **IDEAL CANDIDATE**

### **This role is well suited for someone who:**

- Is proactive, organized, and able to manage multiple priorities while following tasks through to completion.
- Is detailed-oriented and values accuracy in administrative work, data entry, and program and grant documentation and reporting.
- Is comfortable managing deadlines, and workflows across programs, operations, fundraising, and board support.
- Communicates clearly, proactively, and professionally with staff, leadership, board members, service providers, and community partners.
- Works well both independently and collaboratively in a small, mission-driven organization.
- Is adaptable and willing to learn new systems and processes as organizational needs evolve.
- Is motivated by Smart Start's mission and approaches work with professionalism, cultural humility, and respect.
- Handles sensitive information with discretion, consistency, and integrity.

### **Required qualifications include:**

- At least two years of relevant professional experience in program coordination, fundraising, or operational support roles.
- Strong verbal and written communication skills.
- Excellent organizational and time management skills, with the ability to manage multiple priorities and meet deadlines.
- Proficiency with the Microsoft Office Suite (Word, Excel, Outlook).
- Willingness and ability to learn new software systems related to data management, website updates, bookkeeping and reporting.
- Experience working with established processes, procedures, or internal controls.
- Ability to work at a computer for extended periods and perform physical tasks as needed, including lifting up to 25 pounds.

## **LOCATION & COMPENSATION**

This is a non-exempt, hourly, in-person position based in Hendersonville, NC. Compensation is \$22 - \$25/hour for 35 hours per week. The work schedule may offer flexibility within regular business hours. Benefits include a 403(b) retirement plan, paid leave, employer-subsidized health, dental, vision and life insurance, a cell phone stipend, and mileage reimbursement for work-related travel.

## **APPLICATION AND SELECTION PROCESS**

Smart Start Partnership for Children is an equal opportunity employer and values lived experience, community knowledge, and nontraditional career paths. We encourage applications from candidates of all backgrounds and experiences with skills relevant to the position. To apply, email a resume and cover letter highlighting how your experience aligns with the position to Sonia Gironda at [sonia@smartstartpfc.org](mailto:sonia@smartstartpfc.org). Applications will be reviewed on a rolling basis, and applicants selected for an interview will be asked to provide at least three professional references.