

**Title: Program Support Coordinator**  
**Reports to: Service Programs Manager**  
**Classification: Full Time**  
**Salary: \$55,000-\$60,000**

**About the Org:** California IT in Education (CITE) is a nonprofit professional association serving K-12 technologists in California schools, districts, charters, and county offices of education. More information can be found at [www.cite.org](http://www.cite.org).

**About the Position:** The Coordinator is responsible for providing administrative and operational support to the program(s). This role enhances the efficiency and effectiveness of the program through proactive administrative assistance and high-quality customer service.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### Role Responsibilities

- Delivers customer support to designated Privacy Services LEAs and/or vendors by applying problem-solving skills as directed.
- Adhere to timelines and processes to ensure compliance with program offerings
- Preserves customer confidence and protect operations by keeping information confidential

#### Job Level Responsibilities

- Provides comprehensive administrative support for the Manager or Director, including managing calendars and schedules, handling event registrations and travel arrangements, expense reporting, and general clerical duties.
- Executes assigned administrative tasks, including answering calls, preparing correspondence, scheduling meetings, and coordinating travel arrangements.
- Supports budget management and monitors expenditures; prepares detailed expense reports.
- Assists in developing and updating technology platforms, databases, project management systems, and training programs.
- Provides assistance to members and staff with inquiries, issues, concerns, and activities related to program delivery.
- Prepares and maintains accurate, valid, and complete records and reports; processes forms and documents; researches, compiles, and organizes materials and information using appropriate methods and tools.
- Contributes to the creation of promotional materials such as presentations, videos, educational content, and training sessions based on program requirements.

#### CITE Universal Responsibilities

- **Collaboration:** Proactively engages with an iterative mindset to enhance ideas and achieve organizational results. Cultivates relationships, builds partnerships and shares and learns without boundaries.
- **Service:** Focuses on meeting needs and exceeding expectations for those served inside and outside the organization.
- **Respect:** Embraces others for their true, authentic selves; nurtures and promotes an environment that values diversity of thought, input, experience, and expertise. Demonstrates respect, honesty, and professionalism at all times.
- **Policy & Practice:** Reads and demonstrates an understanding and adherence to CITE values, policies, and practices.

## QUALIFICATIONS

### Required Skills & Knowledge:

- Excellent organizational and management practices and procedures.
- Effective time and project management techniques.
- English usage, spelling, grammar and punctuation.
- Advanced proficiency in Microsoft Office Suite (Word, Excel) and Google (Docs, Sheets).
- Understanding of and an ability to apply record keeping principles and procedures.
- Research skills sufficient to collect, organize, and report data in both narrative and statistical formats.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.

### Ability to:

- Establish and maintain effective working relationships and work as a team with staff, association members, and the general public.
- Communicate effectively, both orally and in writing.
- Maintain confidentiality of sensitive information.
- Interpret and apply program policies and procedures.
- Compile detailed information, maintain extensive records, and prepare reports in an organized and timely fashion.
- Learn and apply new software
- Provide excellent customer service.
- Multi-task and work within time-sensitive deadlines.
- Work independently and set priorities.

## EDUCATION & EXPERIENCE

Any combination of experience and training that would likely provide the required knowledge and abilities. A typical way to obtain the required knowledge and abilities would be:

- Experience: Minimum of four years of progressively responsible administrative support work including experience with accounts payable operations.
- Training/Education: Associate degree in business administration or related field, or equivalent experience; bachelor's degree preferred. Candidates with intermediate to advanced administrative work experience will also be considered in lieu of a college or university-level education.

#### **WORKING CONDITIONS AND PHYSICAL DEMANDS**

- Valid California driver's license
- Requires vision (which may be corrected) to read small print
- Perform work that is primarily sedentary
- May be required to work at a video display terminal for prolonged periods
- May be required to work evenings or weekends
- Requires dexterity of hands and fingers to operate a computer and standard office equipment
- Sitting or standing for extended periods of time
- Reaching above the shoulders and horizontally to retrieve files and supplies
- Listening and speaking to exchange information, e.g. by electronic device, telephone or in person
- Ability to travel independently to partner conferences and districts as needed
- Ability to travel independently and participate in CITE Annual Conference (full week, before or after Thanksgiving week depending on year, California locations)

#### **BENEFITS**

- Remote position (California residents only)
- Flexible work schedule
- Casual and supportive workplace atmosphere
- 401(k) contribution
- Health, dental, vision, disability, FSA, and life insurance
- Generous sick and vacation leave

This is a remote position based in California with required in-state travel. Our organization is unable to offer employment to non-California residents. If applying from out of state, please provide a cover letter explaining the status of your relocation to California in order to be considered for the position. As a small nonprofit, we are unable to offer relocation assistance.

All CITE employees are required to travel and work extended hours during the week of the CITE Annual Conference, which typically occurs either the week before or after the Thanksgiving holiday. Travel expenses will be covered in advance by the organization;



employees are not expected to incur any costs upfront. Normal breaks, meal periods, and overtime compensation will be provided in accordance with state and federal laws.

CITE is an equal opportunity employer and does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. CITE promotes an inclusive workplace; reasonable accommodation requests for interviews can be made.