

HOOAH WI

Job Title: Program & Administrative Coordinator (Part-Time)

Hours: 15-20 hours per week

Compensation: \$20-\$25/hour, based on experience

Schedule: Flexible; remote

HOOAH WI's mission is to eliminate suicide with a proactive approach to the overall wellness of service members, veterans and their support systems through programs and certified professionals. The purpose of this role is to implement the HOOAH WI program deliverables and overall growth strategy.

Position Overview

The Administrative & Program Coordinator provides critical support to the organization to ensure smooth day-to-day operations of the organization. This role focuses on administrative, financial, and donor support functions while assisting with program or event related tasks and compliance requirements. The position reports directly to the Executive Director.

Core Characteristics

- **Mission-driven:** Demonstrates passion for serving veterans, active-duty service members, and their families.
- **Familiar with the organization:** Brings prior involvement as a volunteer, supporter, or participant with our charity.
- **Organized and detail-oriented:** Manages multiple projects, deadlines, and records with accuracy.
- **Dependable and accountable:** Follows through on commitments and ensures tasks are completed on time.
- **Flexible and adaptable:** Comfortable shifting between program needs, administrative tasks, and event support.
- **Strong communicator:** Clear and professional in both written and verbal communication with donors, volunteers, board members, and veterans.
- **Collaborative team player:** Works well with staff, board, volunteers, and community partners.
- **Problem-solver:** Approaches challenges with initiative and resourcefulness.
- **Discreet and professional:** Handles sensitive information (veteran stories, donations, financials) with confidentiality.
- **Tech-savvy:** Proficient with QuickBooks, CRM/databases, spreadsheets, and online tools.
- **Community-minded:** Values relationship-building and represents the nonprofit positively.

Responsibilities

- **Donor Communications:** Send donor appeals and acknowledgements using various communication platforms.
- **Donation Tracking:** Record and maintain accurate donation records, prepare donor receipts, and update donor files.
- **Invoicing:** Create and manage invoices using QuickBooks Online.
- **CRM Management:** Enter and update donor/client/volunteer information into the organization's CRM system (Little Green Light).
- **Bank Deposits:** Prepare and process bank deposits; record all deposits in organizational systems.
- **QuickBooks Entries:** Enter transactions and maintain financial data accuracy in QuickBooks Online in collaboration with executive director and treasurer.
- **Compliance Filing:** File and maintain current licenses, insurance policies, and certifications.
- **Event Support:** Assist with event logistics, communications, and administrative support as needed.
- **Program Support:** Assist clients and partners with various program needs to include application updates, reporting, and other tasks as needed. Experience with Wordpress web management is a plus.
- **Other Duties:** Carry out additional tasks as assigned to support organizational needs and efficiency.

Qualifications

- Previous administrative support experience preferred.
- Strong organizational and time-management skills.
- Proficiency with QuickBooks Online and CRM systems.
- Excellent written communication skills.
- Ability to handle sensitive information with confidentiality.
- Self-motivated with the ability to work independently and manage multiple priorities.