

**PROGRAM SPECIALIST**

Capital City Court Appointed Special Advocates (CASA) is a 501(c)3 nonprofit organization that trains and supports community volunteers who are advocates for children who have experienced abuse and/or neglect and are under the jurisdiction of the 19th Judicial Circuit. Our team is passionate about making a positive impact, and we're looking for a dedicated Program Specialist to join our team and our mission in Jefferson City.

This full-time role involves collaborating with volunteers and staff to support children in the Cole County Juvenile Court system. The ideal candidate must possess strong initiative, have strong organizational skills that reflect the ability to perform tasks with attention to detail, be able to work independently and collaboratively in a team setting, and have the ability to manage multiple tasks/projects. Other essential requirements for the position include professionalism in work and demeanor, respect, and confidentiality while working with a diverse group of people.

Successful candidates must possess a dedication to and constant support of the mission, excellent writing, organizational, and interpersonal communication skills, and a minimum of three years of experience in an administrative or program support role is required. Proficiency in Microsoft Word, Excel, and Publisher is essential. Ability to learn new software a must.

**Benefits:**

* Generous paid holidays (14 days)
* Paid vacation (12 days in 1st year, 15 in 3rd year, 18 in 5th year & 24 in 10+ years)
* Paid sick time
* Paid personal days
* Military Leave
* Jury Leave
* Bereavement Leave
* Medical Insurance (94% by organization and 6% by employee)
* Dental Insurance
* Vision Insurance
* Retirement plan
* Professional development funding
* Flexibility

**To be successful in this position, the ideal candidate will possess the following knowledge, skills, abilities, and experience:**

· **Communication:** Excellent written and verbal communication skills, ability to work effectively, and build rapport with a diverse range of people through email, phone, or in-person contact.

· **Initiative:** The ability to work independently, see what needs to be done and do it, take advantage of opportunities, and set and accomplish goals.

· **Problem Solver/Strategic Thinker:** Views things from multiple perspectives and understands the bigger picture. Demonstrates a broad repertoire of ways to think about, understand, and creatively handle complex ideas, problems, and situations.

· **Building Collaborative Relationships:** The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.

· **Empowering Others:** The ability to convey confidence in volunteers’ ability to be successful, especially at challenging new tasks.

· Is passionate about Capital City CASA’s mission.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* Strategize and assist with implementing program initiatives that align with the organization’s objectives.
* Assists with analyzing data to determine program effectiveness.
* Case Intake and waitlist management.
* Assists Executive Director with reporting to state and national associations and grants.
* Assist the Executive Director with maintaining quality standards for the organization.
* Assists with donor correspondence and documentation.
* Assist the Director with processing tax credit information for all qualifying donors.
* Supports Program staff in the management of all court and case-related documents.
* Provides program support for active and inactive case files, maintaining current database information and more.
* Assists with program materials such as training, outreach and general office supplies.
* Oversees assigned program project.
* Provides staff support for meetings and events, including volunteer training, Board of Director meetings, staff meetings, and fundraising events.
* Performs miscellaneous job-related duties as assigned. Some evening and weekend hours may be required.

**QUALIFICATIONS:**

* 3+ years of administrative work experience required
* Bachelor's degree preferred
* Work experience in an office setting is required
* Successful completion of CASA training
* Excellent written and interpersonal communications skills required
* Attention to detail, highly organized and comfortable with database entry required
* Excellent customer service skills
* Ability to handle sensitive and confidential matters
* Proven commitment to CASA’s mission
* Employment is contingent upon candidate successfully completing a background check