



Job Description

(revised 12/9/16)

Job Title:	Coordinator, Partner Support
Function:	Product & Program Mgmt.
Group:	Product Development & Support
Office Location:	New York (NY)
Reports to Title:	Associate Director
Geographic Scope:	Organization Wide

The statements below reflect the general responsibilities and requirements of the identified position but may not describe all the work requirements that may be inherent in the job.

I. Job Summary & Details:

The Program Support role will work collaboratively with all teams as part of the Product Development and Support Group. This role plays a key role in supporting the work Single Stop Program Officers and our partners through program launches and as the program matures and grows while also troubleshooting issues on a daily basis. Key functions will include providing technical and benefits support to program officers and partner staff. Additionally, research support for specialized research projects on benefits and local resources, implementation support for sites including training set up, feedback surveys and consolidation, managing the online help desk platform and triaging partner issues, and development of standard operating procedures for the group and materials for our partners. Finally, the program support role includes a role in communicating progress across departments.

A. Essential Job Duties and Responsibilities:

1. Act as Tech Support/Helpdesk for Single Stop sites using our technology by using Desk.com and developing guides (eg. FAQ's, How to...).
2. Be a partner with program officers throughout launch of new sites. This includes coordinating with the tech team on setting partners up with our software, developing the partner learning platform, and coordinating training of site staff.
3. Support Junior Business Analyst and Program Officers through the provision of a regular set of data on the use of technology and support requests made by our partners.
4. Develop and manage standard operating procedures and instructions for Desk.com, the training team and the tech that Single Stop staff and sites can use.

5. Assist in the creating, editing, and formatting of additional informational guides and tools that will be provided to partners and clients.
6. Assist with mapping information about key partners, events, and stakeholders to help develop the organization's communication plan.
7. Support for the quarterly and monthly newsletters to be sent to the Single Stop network.
8. Create and update Single Stop's Benefits Toolkits which outline eligibility and application processes for benefits in nine states.
9. Assist partner and program staff with basic questions on public benefits (definition, eligibility criteria, application process) using benefits toolkits.

B. Managerial Responsibilities:

- Position's supervisory accountability: **Individual Contributor**
- People-management scope of the position (*completed for positions that directly or indirectly manage or supervise others*). Number of:
 - Direct Reports: **None**
 - Indirect Reports: **None**
- Key stakeholders this position is expected to internally and externally interact with:

Internally:

 1. Product and Community Development Team, Partner and Client Support Team, Development Team

Externally:

 2. Partners

C. Travel Requirements: Yes No

If yes, the expected travel requirements of the position are listed below

- Percent travel required: **11-25%**
- Travel is primarily to: **within NYC**

D. Physical Demands:

- Regular sitting or standing (*more than 5 hrs. per day at a desk or in a car*)

II. Education/Qualifications & Work Experience:

Required:

- Bachelor's Degree in a Social Sciences field (sociology, political science, etc.) or Communications
- Strong attention to detail and organizational skills
- Experience assisting people obtain public benefits and/or strong knowledge about benefits.
- Familiarity with Microsoft Office programs
- Comfortable with analyzing and synthesizing information so that it can be communicated in a simple and easily understandable way

- Strong customer assistance skills.
- The ability to coach people on the use of online technology processes.

Preferred:

- Experience with customer service and/or direct service to low income population.

V. Competencies (Key Behaviors):

Required:

Organizational Competencies – Every Single Stop employee must be adept at the following:

- Commitment to, and passion for, the mission and values of Single Stop and the challenge of helping Single Stop support its rapid growth and achieve maximum impact.
- **Adaptable / Flexible:** Easily adapts to changing organization needs, environment and work priorities.
- **Persistent / Resilient:** Is not easily deterred by or because of obstacles or challenges. Quickly recovers and remains strong and unaffected after something challenging occurs.
- **Team Oriented / Collaborative:** Interacts and engages effectively with colleagues within and across departments.
- **Initiative / Motivated:** Self-directed person who takes appropriate action to influence outcomes and / or drive progress and positive change. Displays energy and enthusiasm in approaching their job.

Role-specific Competencies – These competencies are necessary for this role.

- Ability to multi-task several different projects
- Ability to work independently
- Highly organized

VI. How to Apply

Please send a resume and cover letter specifically stating why you are interested in the position to jobs@singlestopusa.org with “**Program Support**” in the subject line. Please include how or where you heard about us in your cover letter.

Employment at Single Stop is conditioned upon successful completion of a background and fingerprint check.

Single Stop is an equal opportunity employer.

For more information, visit us at www.singlestopusa.org