

## **Clothing & Coaching Program Coordinator Position Description**

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**Reports to:** Director of Programs & Outreach

**Hours:** Full-time (40 hours)

**Schedule:** Monday-Friday, some evenings and Saturdays as needed

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### **Position Summary**

The Clothing & Coaching Program Coordinator oversees and ensures excellence in the service to clients. Key responsibilities of this position include program management and development, volunteer coordination, and information reporting.

### **Key Responsibilities:**

#### **Clothing & Coaching Program (80%)**

- Manage the client appointment process to ensure individuals are scheduled for program services in a timely manner
  - Develop and maintain client appointment schedule for in-house and mobile outreach events, sharing with referral partners / event hosts
  - Process client appointments made online, by telephone, and in-person, ensuring client referral forms are received before appointment
  - Ensure Client Coaches are completing and submitting proper paperwork in a timely manner, including completed referral forms and client satisfaction surveys
  - Serve as back up Client Coach as needed
- Execute Mobile Outreach programs and activities according to the mission and goals of CTW
  - Develop and publish a monthly/quarterly Mobile Outreach program calendar with referral partner locations for client services, remerchandising, promotional marketing events, and pop-up boutique shops.
  - Work with appropriate staff on needed marketing materials for mobile outreach events
  - Oversee maintenance, exterior and interior appearances, storage, and mileage of mobile unit
- Manage the Fee for Services program
  - Work with the marketing department to develop promotional materials for regional colleges and universities as well as individuals
  - Distribute promotional materials to university Career Services Departments prior to the university/school year starting in July and again in February
- Monitor Success of Clothing & Coaching Program
  - Conduct quality assurance checks on program deliverables to ensure accuracy, completeness, and adherence to established standards and grant parameters of funders.
  - Ensure goals are met in areas including client satisfaction, safety, quality, and team member performance.
  - Review client satisfaction surveys to ensure the needs of various clients are being met
  - Communicate with clients post-appointment to determine and collect data on job placement and interview success
  - Communicate with agency referral partners regarding program successes and concerns

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### **Volunteer Management & Supervisory Duties (10%)**

- Recruit, train, and manage volunteers for Clothing & Coaching Program
- Schedule volunteers to provide services for in-house and mobile outreach events
- Provide continual training and direction to develop and grow skills of volunteers
- Supervise and evaluate the performance of staff and / or volunteers as indicated on Organization Chart. Establish and communicate duties, expectations and work assignments.

### **Data Collection & Reporting (5%)**

- Ensure the information in the customer database and email lists is current and accurate.
- Maintain client success data for impact reporting purposes
- Provide accurate and timely results reporting of grant-funded events
- Produce monthly client service participation, satisfaction reports, and impact reporting

### **Program Development & Outreach (5%)**

- Serve as a contributing member and representative on the Program Committee
- Research and implement solutions to address client service barriers (e.g. language interpretation resources, transportation, etc)
- Represents CTW professionally and engages with community partners to build program awareness

### **General Duties**

- Collaborate with colleagues across departments to facilitate seamless integration of program support activities with broader organizational goals.
- Establish and maintain professional relationships and communication channels with volunteers, clients, customers, vendors, donors, referral partners, board members and other stakeholders.
- Assist with other duties and activities as assigned.

### **Education and Experience Requirements:**

Bachelor's Degree with two-three years of managerial experience in an office environment. Demonstrated skills using *Microsoft Office* software including Word, Excel, Outlook, and Access. Ability to operate and maintain office equipment including a desktop computer, scanner, multi-line telephone, and copier. Familiarity with technology tools including the internet, voicemail, and e-mail systems.

### **Competencies:**

- Strong organization skills with consistent attention to detail
- Demonstrated ability to prioritize tasks, manage workflow and handle multiple activities simultaneously
- Ability to work in an open office setting with minimal supervision
- Strong work ethic: reliable, dependable, flexible
- Customer service experience
- Ability to work effectively with a team
- Use of appropriate business communication skills including speech, grammar, and punctuation

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- Comfortable working with people from diverse economic and cultural backgrounds
- Willingness to learn new skills and take on new responsibilities
- Professional appearance and appropriate business etiquette

### **Work Environment:**

- Sitting, standing, or walking for extended periods of time; Pushing or pulling wheeled carts or garment racks
- Bending, stooping, and reaching overhead
- Occasional evening and weekend work periods