



Community Programs & Office Coordinator

St. Luke's Community House in West Nashville is seeking an enthusiastic, energetic, and motivated Community Programs & Office Coordinator to join our dedicated staff. This is a unique opportunity to work with all facets of St. Luke's programs and services. Reporting to the Community Programs Supervisor, the Program Coordinator ensures the smooth functioning of St. Luke's front office, as well as assisting in providing quality programming to the St. Luke's community, which includes partners, seniors, adults and families.

Diversity, Equity, and Inclusion are core values of St. Luke's Community House. We believe that the work environment is enhanced when diverse groups of people with diverse ideas come together. Applicants whose work incorporates an inclusive perspective and a demonstrated commitment to issues of diversity and equity are particularly encouraged to apply.

Position Responsibilities

Programs and Administrative Duties:

- Fulfills the role of "VP of First Impressions" by exhibiting the values, vision, and mission of St. Luke's through customer service.
- Follows Second Harvest and St. Luke's protocol for filling food boxes, including maintaining the client database and keeping paper records of food boxes. Keeps food bank area clean and orderly.
- Assists with coordination and execution of VITA program.
- Maintaining all paperwork, records, and entering information into the databases for up-to-date and accurate documentation on all community programs.
- Helps identify clients for the Family Collective program and supports the Family Empowerment Program as needed.
- Maintains cleanliness of common areas including, but not limited to, the Living Room, Kitchen and Copy Room.
- Open, sort and distribute incoming mail and packages.
- Manages the organization's switchboard and directs calls appropriately. Screens visitors and directs appropriate staff person.
- Acts as a resource to clients by maintaining resource materials and making referrals to other community agencies.
- Provides administrative support to community programs, including signing clients in and checking their paperwork, and assists with distribution of program items to the community.

- Acts as “person-in-charge” for community support services when Community Programs Supervisor is unavailable.

Child Development Center:

- Assists with emergencies and ratios in rare need situations.

Additional Responsibilities

- Greets, encourages, and assists clients as they seek assistance from St. Luke's and/or our partner agencies.
- Participates and assists with all special events.
- Performs special projects as requested.
- Adheres to the policies and procedures of St. Luke's Community House.
- Performs other duties as assigned.

Minimum Requirements

Education and Experience

- High school diploma required.
- Computer Knowledge required.
- Excellent customer service and telephone skills.
- Experience working with disenfranchised populations and /or in low-income communities.

Skill Competencies

- Ability to take direction, learn quickly, adapt to consistent change, competing deadlines and priorities.
- Possess excellent time management skills, be well organized, ability to prioritize numerous responsibilities for timely task completion, be self-directed, be highly motivated, be energetic, be enthusiastic and be dependable.
- Possess a compassionate, but firm personality with the ability to get along with varied clientele, donors, staff and volunteers. Ability to seek out new ways of doing things.
- Strong interpersonal, relationship building, and customer service skills. Engaging, enthusiastic, and energetic demeanor.
- Strong ability to effectively interface with the public, including culturally diverse and/or low-income communities.
- A desire to service St. Luke's clients, meeting their needs and St. Luke's mission.

Physical Requirements

- While performing the duties of this job, the employee will be required to communicate with peers/general public, clients and/or vendors.
- Job performance will require the ability to move throughout the building as well as sit or remain stationary for extended periods of time.
- While performing the duties of this job, the employee may be required to talk or hear, sit, stand, walk, reach, climb or balance, stoop, kneel, crouch or crawl, taste or smell.
- Ability to move 40 pounds.

Other Requirements

Position requires the incumbent to have a valid driver's license, vehicle insurance and a clear driving record for the last three years. In addition, the candidate must be able to pass a drug test and have a clear background check.

To join our team, please email your resume and cover letter to jobs@stlch.org. Please include your salary expectations.

No phone calls please.

St. Luke's Community House is an equal opportunity employer.