PROGRAM SUPPORT SPECIALIST
Position Description

POSITION OVERVIEW

NAVREF is seeking a Program Support Specialist to assist in the daily operation of the organization. The ideal candidate needs to be adaptive, creative, and a strong problem solver. Our small team relies on agile skills to navigate the unique role we serve to our membership. Candidates should be prepared to enter a virtual work environment that requires a strong independent work ethic to accomplish our mission. Please read this announcement carefully before submitting your application.

The Program Support Specialist position is a full time, salaried position and exempt from the Fair Labor Standards Act.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

1) Oversight of Office Operations, Executive Assistance, and General Administrative duties
   ▪ Interact professionally with members, board of directors, business, and vendor contacts, etc.
   ▪ Research and organize technical and administrative materials, equipment and resources for membership or organizational use.
   ▪ Edit/proofread a variety of materials and data.
   ▪ General office duties including but not limited to: answer phones, file, photocopy, mail correspondence, order supplies, and other clerical duties as assigned
   ▪ Assist with scheduling of meetings and events, organizational members, and board of directors.

2) Finance
   ▪ Communication with outside accounting firm to transmit receipts, invoices, and other data entry of receipts and disbursements.
   ▪ Maintain documenting spreadsheets and ledgers re: personnel records, financial transactions etc.
   ▪ Assist with POS system activities including but not limited to reimbursements, purchases, and transactional disputes.
   ▪ Work with staff to maintain internal controls and prepare reports for NAVREF Treasurer.

3) Meetings and Conferences
   ▪ Assist with all meeting, hotel, and conference logistics.
   ▪ Maintain registration/speaker/other conference information.
   ▪ Provide customer services to conference participants.
   ▪ Provide administrative and logistical support prior to, during and post conference including but not limited to meeting room, AV, food and beverage set-up.
4) **Membership Management**  
- Maintain membership databases, member accounts and files; extract data through queries  
- Provide help desk services for member queries  
- Complete activities implemented by standing NAVREF committees

6) **Education Program**  
- Assist in the planning of annual membership training events

7) **Website, Social Media, Communications, and Technology Administration**  
- Assist in the creation of NAVREF promotions and promotional material  
- Provide social media assistance  
- Maintain NAVREF website and its internal applications  
- Produce and design communications for members and external partners in various digital and print formats.

8) **Fundraising**  
- Maintain records of donor information for future use  
- Support volunteers and other external personnel at fundraising functions

9) **Other Duties as Assigned**

**QUALIFICATIONS**

*Required Experience:*  
- Bachelor’s degree, preferably in nonprofit management, however degrees related to political science, administration, communications, and marketing will also be highly considered.  
- In lieu of a degree, 2+ years of experience in similar nonprofit role will also be considered.  
- Strong customer service and interpersonal skills  
- Demonstrated attention to detail, technical aptitude, and superior communication skills  
- Developed problem solving and analytical skills  
- Strong familiarity with MS Office 365 suite

*Desired Experience:*  
- Experience with process improvements and optimization  
- Creativity and visionary characteristics  
- Able to use various technology platforms  
- Comfortability with data collection
LICENSURES AND CERTIFICATIONS

Must have a valid driver’s license.

WORK CONDITIONS/ENVIRONMENT

Work is predominantly conducted from home with occasional office time. Some travel may be required.

OTHER SIGNIFICANT FACTS

Salary Range: commensurate with experience and skills. Candidates should expect to be placed under a 90-day probationary period beginning on the first day of employment.

This position is partially security sensitive, and the incumbent of this position will be subject to screening pursuant to criminal background checks, background investigations, and drug and alcohol testing, as applicable.

All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

Employment for this position is at-will.

COMPANY OVERVIEW

NAVREF is a nonprofit organization, whose office and staff are based in the Washington, DC, area. NAVREF’s mission is to advance the success of its membership comprised of nonprofit corporations (NPCs) established and managed under 38 USC §§ 7361-7366 in support of the research and education missions of the Department of Veterans Affairs (VA) medical centers.

Established nearly 30 years ago, NAVREF provides resources, programs, and services to our membership. Additionally, NAVREF engages with the VA and public/private for-profit organizations, advocating for the goal and mission to provide access to cutting-edge healthcare for veterans across the nation.

NAVREF’s programs and services are designed to promote high quality NPC management and effective governance while fostering NPC growth and maximizing opportunities to support VA research and education. NAVREF serves as a resource for a variety of stakeholders, a forum for peer networking, a leader for advocacy, and a focal point for partnering. Our core services focus on:

- Access to Clinical Trials
• Member education and training
• Mentorship to develop the future leaders within our community
• Advocacy to build relationships with people and policymakers interested in advancing our mission.

APPLYING

Interested individuals should submit via email or mail: cover letter, resume, and writing sample addressed to:

NAVREF
Attn: Hawk Tran
1717 K ST NW Suite 900
Washington, DC 20006
htran@navref.org