

# RESILIENCE

ADVOCATES FOR ENDING VIOLENCE™

## Open Position: Program Support Specialist

Posting Date: February 15, 2024

Wage Range: \$18.50 per hour

Hours: Regular, Non-Exempt, 32 Hours per week

Location: Holland, MI

**Preparation:** High School Diploma with preferred experience in nonprofit, human services, or public administration. The ideal candidate will have a commitment to Resilience's mission to respond to, reduce, and prevent domestic and sexual violence; awareness of nonprofit fundraising, data entry, and community engagement; strong communication skills, both written and verbal, with attention to detail; integrity, positive attitude, self-direction, and the ability to maintain a high degree of trust and confidentiality; a demonstrated commitment to equity, diversity and inclusion and self-learning; excellent MS Office knowledge; and outstanding organizational and time management skills.

**Job Summary:** Provides direct service support to staff and clients through service and program related tasks. Maintains comprehensive and accurate program records. Recommends service strategies to improve program processes. Covers and oversees the front-desk reception to support client relations and to ensure a survivor's first point of contact in welcoming with a keen sense of empathy. Assists the program team by planning program logistics and processes. Organizes community events for in-kind donations, such as the Postal Food Drive, May Baskets, and Adopt a Family. Maintains an updated wish list and responds to donation inquires coordinating donation pickup and/or delivery.

Applications will be accepted until the position has been filled. Applications without cover letters will not be reviewed. Please indicate which position you are applying for in your cover letter.

To apply, send resume and cover letter to:

Executive & Operations Coordinator

[ChristaF@ResilienceMI.org](mailto:ChristaF@ResilienceMI.org)



Greater Ottawa County  
United Way

The Resilience mission is to respond to, reduce, and prevent domestic and sexual violence in Ottawa and Allegan counties. Resilience is an Equal Opportunity Employer.

[www.ResilienceMI.org](http://www.ResilienceMI.org)