2020 Job Description: Program Specialist

**Position Description:**

The Program Specialist works as part of the program team to develop and deliver impactful GEO conferences, peer learning and other programming. The program specialist is a strong project manager who has a knack for keeping track of details and loose ends, can toggle easily back and forth between multiple projects involving multiple people, likes to keep up with what is happening in the nonprofit/philanthropic field, draws inspiration from connecting with people and is always on the lookout for opportunities to make connections to GEO’s work. They are committed to providing excellent customer service, both to external stakeholders as well as other GEO staff. The Program Specialist reports to the Director of Programs and is part of both the conference and peer learning subteams. This position involves about 10% travel.

**Key Responsibilities:**

**Conferences**

* Work with the conference subteam (director, manager, associate as well as members of other teams at GEO) to develop concepts, programs and sessions for GEO conferences (national and topical).
* Serve as project manager for components of GEO conferences from conception to completion.
* Use principles of adult education and peer learning to ensure rich content and creative learning experiences tailored for increased knowledge of and change to grantmaking practice.
* Analyze and upgrade conference processes and content to embody racial equity.
* Serve as the primary contact for session designers and speakers for breakout and workshop sessions, ensuring ongoing communication and meeting key deadlines.
* Lead the session proposal solicitation, committee review and selection processes, utilizing proposal management vendor.
* Support volunteer conference committees by preparing materials for, participating in and synthesizing feedback from calls and in-person meetings.
* Lead post-conference content aggregation and dissemination, in partnership with communications team.
* Provide logistical support for GEO conferences as needed by the program manager.
* Assist with the creation and analysis of evaluation instruments and learning activities.Continuously seek and incorporate appropriate feedback to improve event performance.
* Draft content for conference webpages, apps and/or other collateral.
* Explore and put into practice ways to embed relationship building within conferences and other programs to strengthen learning and connections among participants and to the GEO community.

**Peer Learning**

* As part of the peer learning team (all staff delivering peer learning programs, from speaking engagements to webinars, calls, workshops and cohorts), develop, deliver and facilitate select webinars, member calls, remote learning series, speaking engagements and workshops, including speaker identification and preparation, session design and content, logistics, meeting coordination and follow up.
* Collaborate with and support other staff on the development, logistics and delivery of peer learning programs.
* Provide coaching and support to program associate on peer learning knowledge management, coordinating our field presence and calendars, working with the communications team to ensure that peer learning opportunities are communicated on our website and through targeted marketing and outreach to the field
* Serve as the assistant project manager for the Trust Based Philanthropy Peer Cohort; develop and implement work plans, manage logistics, prepare materials and invite lists, coordinate GEO staff, track the budget for these meetings and partner with the director and VP of programs to refine GEO’s point-of-view of these meetings so that future meetings align with GEO’s organizational objectives around member recruitment and retention, community building, content pipeline development and fundraising
* Assist with management of the remote learning series
* Share back learning and new insights with GEO staff. Assist with the creation and analysis of evaluation instruments and learning activities for peer learning programs; continuously seek and incorporate appropriate feedback to improve programming.
* Support, and at times lead, the integration of GEO’s racial equity content into existing and emerging peer learning programming.

**Team Participation and Planning**

* Contribute to the program team’s short- and long-term planning and budgeting activities, as well as team development efforts.
* Participate in organization’s knowledge management and internal learning efforts.
* Coordinate as needed with colleagues on joint projects, and complete other duties as assigned.
* Participate in organizational work planning efforts.
* Contribute to creating a positive and equitable program team culture and organization-wide culture.

**Culture Transformation/Racial Equity**

* Help GEO make progress on our strategy, advance our change agenda and serve the field in the areas of culture, racial equity and organizational structure and talent.
* Engage and contribute to full and small group conversations around centering racial equity in GEO’s internal culture and external programming.
* Attend to results, relationships and process in all facets of work.

**Relationship Management**

* Engage GEO members and key partners in content and programming development through research, interviewing, speaking roles, and fundraising.
* Facilitate timely communications and customer service between GEO and our key stakeholders, including members, prospective members, partners, funders and volunteers. Promote, recruit and retain GEO membership and fundraising support as appropriate through these interactions.
* Interact regularly with GEO members — Respond promptly to their queries and help them feel heard, understood and welcome in the community. Foster member connections to each other and to resources relevant to their work.
* Support the organization’s knowledge management responsibilities by updating key constituent information and maintaining records of engagement with contacts within GEO’s Salesforce database.