



Department Program
Job Title Program Administrative Assistant
Location Westport, CT

SeriousFun Children's Network, founded by Paul Newman, is a growing global community of independently managed and financed camps and programs, which have come together with a common purpose – to serve children with serious illnesses and their families, free of charge. Through our 30 camps and programs around the world, SeriousFun reaches more than 154,000 children and families annually. Learn more at www.seriousfunnetwork.org

The SeriousFun Support Center, located in Westport, CT, provides support services to SeriousFun camps and partnership programs around the world in order to ensure program and operational excellence, create awareness for the camps worldwide, and foster the continued growth of the Network as a whole.

Department and Position Overview

The Program department is one of five teams within the Support Center that aims to achieve the above objectives. Specifically, the Program department: provides ongoing assessment and assistance support to member camps and partners, coordinates initiatives and supports platforms that encourage Network-wide knowledge sharing, and develops and implements Network-wide professional and leadership development opportunities.

The Program Administrative Assistant is an integral part of the Program department and reports to the Director of Operations, Quality and Due Diligence. Working in concert with the entire team, this individual will serve as the administrative backbone to the entire Program department, providing administrative and logistical support and help to organize and create efficiencies that move the work of the team forward.

RESPONSIBILITIES

- Support Program department administrative needs and help to identify tools and resources that maximize efficiency of the Program department:
 - Manage department calendar (including internal meetings) via Outlook
 - Assist in coordinating department meetings, agendas, and minutes
 - Manage Dropbox and any other subscriptions on behalf of the department
 - Reconciliation of department expenses, i.e., credit cards, cash, and expense payments etc. including liaising with the Finance department to ensure all processes are complete
 - Assist with the arrangement of travel, accommodations, insurance, visas, etc., for department staff
 - Liaise with HR to arrange new Support Center hire onboarding meetings on behalf of the department (i.e., coordinate orientation dates, ensure materials are updated, etc.)
- Provide administrative assistance in support of camp/partner staff participating in SeriousFun initiatives:
 - Liaise with the Finance department to process all contracts, forms (applications, registrations), invoices, wire transfers, and expense payments, etc.
 - Ensure the arrangement of travel, accommodations, insurance, visas, etc.
 - Assist in identifying and researching meeting spaces and accommodations, provide logistical support for conferences and in-person gatherings (i.e., IT needs, food planning, etc.)

- Oversee the onboarding of new SeriousFun camp/partner staff, ensuring they are integrated into the services of the Support Center and resources of the Network
- Fulfill requests for information, including conducting research and synthesizing information from various sources
- Assist with the following on behalf of the Support Center:
 - Answer the main office phone line, as needed
 - Maintain master contact list of camps, partners, Field Consultants, and Criteria Consultants (in Outlook)

COMPETENCIES, SKILLS and EXPERIENCE

- Organization, Logistics Management, and Project Management
 - Ability to multi-task amidst multiple deadlines, work independently with minimal supervision, find creative solutions to challenging problems, and manage and respond to large volumes of correspondence
 - Experience in
 - developing systems both online and offline for organizing information, data, documents, or processes
 - managing logistics in a professional environment
 - note taking and maintaining records
- Customer Service and Communication (both oral and written)
 - Ability to work within a professional environment, collaborate with multi-disciplinary teams and with various levels of authority, and handle confidential documentation or issues
 - Experience with
 - customers or stakeholders (internal and/or external) operating in multiple time zones
 - e-mail correspondence and professional report writing
 - the creation of PowerPoint presentations and communication materials, etc.
- Tech Savvy
 - Experience with
 - Outlook, Word, Excel, PowerPoint
 - Data entry and internet navigation
 - Platforms aimed at connecting people virtually, i.e., video conference, Google docs
 - Project management tools and intranets

Additional Preferred Skills and Experience

- Camp experience (SeriousFun or other)
- Experience in working in NGOs or other non-profit organizations
- Experience in creating and formatting documents that are visually appealing and match the branding specifications of an organization
- Ability to quickly learn new technologies and incorporate them into a team culture

MINIMUM QUALIFICATIONS & EDUCATIONAL REQUIREMENTS

- Education: High School Diploma
- Years of Relevant Work Experience: 3-5 years

Compensation is commensurate with experience and relevant labor market comparisons.

To apply, please [complete the application](#) including uploading your cover letter, salary requirements and resume.