Program Support Assistant
Part-time (15 hours/week)
Leadership Institute for Growth, Healing, & Transformation (LIGHT)

(Salary range: $28 - $30 per hour)
Located in Chicago, IL

Meadville Lombard Theological School is a graduate school affiliated with the Unitarian Universalist Association having roots dating back to 1844. The school’s degree programs focus on ministerial and religious leadership provided through an innovative low residence program of contextual based learning. Additional information about the school can be found at [http://www.meadville.edu](http://www.meadville.edu).

Position Summary
Reporting to the Senior Director of Lifelong Learning, the Program Support Assistant provides broad administrative support to LIGHT programs and operations. They are responsible for a variety of administrative, enrollment, research, outreach, and program support activities under the supervision of the Senior Director.

Responsibilities

- Provides excellent customer service to learners, organizations, and instructors regarding certificate programs, workshops, retreats, and course offerings; fields and responds to phone calls, emails, and other inquiries in a timely manner.
- Provides registration support and small group coordination to learners, utilizing Populi as a learning management system.
- Initiates and maintains contact with Meadville Lombard staff, faculty, and administration, as well as external organizations, to coordinate and facilitate program details, identifies, and resolves problems, and provides specialized program information.
- Processes payment requests and vendor transactions; purchases supplies, services, and equipment; and assists in budget and expense monitoring.
- Creates and prepares documents as requested, such as agendas, presentations, FAQs, website content, correspondence, and curriculum/course materials consistent with brand and academic standards.
- Performs special research projects, assists in preparing reports, and disseminating information.
- Arranges schedules, appointments, Zoom calls, and meetings, as requested.
- Assists in organizing events, including making arrangements for staffing and technical support, facilities, registration, and catering; monitoring budgets; and providing information to participants.
- Maintains database, performs data entry and retrieval, and creates spreadsheets and reports.
- Participates in school and LIGHT meetings, select LIGHT events as requested, and all-school events such as convocation and graduation as requested.
• Other duties as regularly assigned.

Qualifications
Bachelor’s degree preferred. Minimum of two to three years of administrative or program support experience. Experience working in higher education, a ministerial training setting, or a justice-oriented non-profit setting preferred. Familiarity with anti-racist/anti-oppression lens and an ability to communicate in a respectful, empathic style required. A willingness to learn about Unitarian Universalism and liberal religion is important as well as an entrepreneurial mindset.

Work hours are flexible within normal business hours under a hybrid model (part in-person, part remote). Preference for availability on Monday and Tuesday mornings from 10 am – 12 pm Central Time.

Job Requirements
• Ability to demonstrate an understanding of a mission-based organization.
• Ability to take initiative and organize and complete projects with minimal supervision.
• Ability to focus on details as well as the big picture.
• Ability to manage multiple projects, determine priorities, and meet deadlines.
• Excellent verbal and written communication skills.
• Excellent customer service skills and business acumen.
• Proficiency with Microsoft Office Tools (Word, Excel, PowerPoint).
• Occasional evening and/or weekend work to support LIGHT and/or other Meadville Lombard events, as requested (several times/year)

HOW TO APPLY
Meadville Lombard is an Equal Opportunity Employer and encourages women, persons of color, and persons with disabilities to apply. The school is committed to enriching its educational experience through the diversity of its faculty, administration, and staff.

Interested applicants should submit a cover letter, resume, and diversity statement (which may include your interpretation of diversity, inclusion, gender equity and must include specific examples of how your educational and/or professional experiences, background/philosophy has prepared you for this role – maximum of 500 words), to Phil Pena, Vice President of Finance and Administration, at ppena@meadville.edu.

Open until filled; apply by August 15, 2023, for best consideration.

(July 12, 2023)