



## Position Description: Program Associate

*Pajama Program is committed to building a culturally diverse team and strongly encourages qualified candidates from all backgrounds to apply.*

### **Background and Position Overview**

Pajama Program is a national 501(c)(3) nonprofit that was founded in 2001. Our mission is to promote and support a comforting bedtime routine and healthy sleep for all children to help them thrive. We believe a comforting bedtime routine sets the stage for healthy sleep and a good night, which in turn help children thrive because they wake up ready for a good day: **good nights are good days**. Our core values are equity, impact, and community.

We focus our work on reaching children exposed to adversity in every state and Puerto Rico. To do this, we distribute new pajamas and books through over 4,000 Community Partners, which include shelters, foster-care agencies, Head Start, and Title I schools; we engage a national network of volunteer Chapter Presidents to help coordinate donations; we invite children to visit our Centers in New York City and Atlanta, virtually and, when we can, in person; and we provide sleep health education programs to children, caregivers, and teachers. Visit us at [pajamaprogram.org](http://pajamaprogram.org)

We seek a full-time Program Associate who will be responsible for two main task areas: coordinating the national network of volunteer Chapter President and supporting the Senior Program Manager at the Pajama Program Center in New York City. This hybrid position will blend remote with on-site work at the Center each week, depending on program activities and needs. This position reports to the Senior Program Manager.

### **Essential Functions & Responsibilities**

- **Support the Chapter President network:** Communicate with and support Pajama Program volunteer Chapter Presidents; assist with Chapter President onboarding, trainings, and outreach; strengthen and expand the Chapter President network; conduct research and support strategies to recruit new members; actively engage with Chapter Presidents, cultivating positive, productive relationships with them; assist with developing and implementing processes and procedures; work with the Logistics Associate to maintain accurate records in Salesforce.
- **Coordinate volunteers for Center programs:** Serve as the primary point of contact for volunteers; schedule and confirm volunteers for programs daily; update and maintain program calendar in Salesforce and ensure proper volunteer coverage; manage volunteer outreach and recruitment, seeking opportunities to attract a diverse and robust volunteer pool; work with the Development Associate to organize and participate in volunteer recognition programs and special events; develop rapport with corporate and individual volunteers; strategize meaningful engagement of volunteers; assist in identifying active or potential volunteers who are donor prospects.
- **Assist with maintenance of volunteer and program records and documents:** Track volunteer hours; maintain database of corporate and individual volunteers in Salesforce, including background check clearances.
- **Support the daily operation of the New York City Center:** Work closely with the Senior Program Manager to greet and interact with Community Partner staff, teachers, and children; welcome volunteers; assist with Center activities before, during, and after on-site and virtual programs and

events; maintain the Center's organization and appearance; provide coverage in the Senior Program Manager's absence.

- Other duties as assigned.

### **Qualifications**

- BA/BS degree or equivalent, and minimum two years' experience relevant to the position.
- Creative problem-solver who can be flexible in meeting job requirements.
- Excellent communication skills.
- Detail oriented, well organized, able to manage multiple tasks.
- Ability to recognize information that requires confidentiality and treat it accordingly.
- Working knowledge of a CRM, preferably Salesforce.
- Skilled in Office 365 applications, particularly Word and Excel.

### **Salary and Benefits**

The salary range for this full-time, salaried position is \$55,000 - \$60,000 with full benefits.

*Pajama Program is a ★★★★★ Charity Navigator charity in an elite class of 1% of nonprofits with the highest ranking for 12 consecutive years, and meets the Better Business Bureau's 20 Charity Standards, the highest ranking.*

*Pajama Program is an Equal Opportunity Employer and complies with the Americans with Disability Act.*