



## **Affiliated Support Group & Program Coordinator**

United Ostomy Associations of America (UOAA), a national non-profit organization, has a great opportunity for an Affiliated Support Group and Program Coordinator to join our passionate and dedicated team in Kennebunk, Maine. You will join an outstanding group of professionals dedicated to our mission to promote the quality of life for people living with ostomies or continent diversions through information, support, advocacy and collaboration. We are seeking someone who likes working with the public, is organized, efficient, creative, proficient in understanding and utilizing technology, and has excellent attention to detail. Please note this job is not offered remotely, you must be able to work in UOAA's Kennebunk, Maine office.

In this role you will be responsible for supporting the needs of UOAA's 300+ Affiliated Support Groups (ASG) across the country. This will generally include assisting new support groups with the affiliation process, maintaining records for current and disbanded groups, mailing materials and annual ASG dues invoices, and communicating with group leaders on an as needed basis. You will also work closely with UOAA's Board appointed Director of Affiliated Support Group Affairs on a variety of ASG related projects.

You will also provide administrative and human resources support to the organization and will be responsible for a wide range of support functions. As the ASG and Program Coordinator you must be comfortable managing multiple tasks and changing priorities.

This position is an hourly, non-exempt position of **32 to 35-hours** per week with a salary in the low to mid \$30,000 range. Benefits include paid time off (sick, vacation and paid holidays), retirement benefits and a medical stipend of \$160 per month is included.

### **Essential Job Functions:**

- Supporting the needs of UOAA's Affiliated Support Groups across the country.
- Effectively carry out administrative duties of the organization and communications (telephone, mail, and e-mail) support.
- Answer phone calls (typically 2-hours per day) and email inquiries from patients and medical professionals seeking support resources.
- Process donor gifts through data entry, and generate fundraising reports (eTapestry).
- Coordinate mailings and reports, including spring and year-end appeals.
- Provide administrative support and logistics management as needed for essential programs and events, including registration of participants for UOAA's biennial national conference.
- Travel nationally to support the biennial national conference.
- Track staff vacation and sick time, coordinate and report payroll and retirement benefits.
- Perform special projects and other related duties as needed.

Qualifications:

- Strong interpersonal and communication skills; ability to assist stakeholders over the phone and via e-mail.
- Nonprofit administration or similar office management experience.
- Ability to prioritize, organize workload, and meet deadlines.
- Donor database management experience with one or more CRM databases required (preferably e-Tapestry/Blackbaud).
- Proficiency in Microsoft Office (Word, Excel, Powerpoint, Outlook) and Adobe required.
- Familiarity with Quickbooks or other accounting software is a plus.
- Strong proofreading skills and careful attention to detail.
- Ability to handle sensitive and confidential information with discretion.
- Accepts direction but is comfortable working independently and taking initiative.
- Comfortable working in a small office environment and interacting with volunteers and Board members located across the United States.
- Be able to lift/move up to 30 lbs.

Please submit a resume and a cover letter by e-mail to [christine.ryan@ostomy.org](mailto:christine.ryan@ostomy.org). Resume and cover letter must each be submitted as PDF or MS Word documents attached to your e-mail. Please do not submit resume or cover letter in the body of your e-mail.