Job Title: Sr. Program Coordinator
Reports to: Director of Advocacy Alliance
Status: Full-Time
Location: Open
Last Revised Date: February 2022

ABOUT GLOBAL GENES:
Global Genes is a 501(c)(3) nonprofit organization dedicated to eliminating the burdens and challenges of rare diseases for patients and families globally. In pursuit of our mission, we connect, empower and inspire the rare disease community to stand up, stand out, and become more effective on their own behalf. Through these efforts we help to spur innovation, meet essential needs, build capacity and knowledge, and drive progress within and across rare diseases. We serve the more than 400 million people around the globe and nearly one in 10 Americans affected by rare diseases.

ROLE SUMMARY:
Advocacy Alliance and capacity-building programs is an essential team at Global Genes. The work is highly visible in the rare community. Community engagement, member outreach, engagement and capacity-building programs are essential to Global Genes’ and are highly visible and valued in the rare community.

This is a role at Global Genes that speaks to the heart of what we do, providing service and support directly to advocacy leaders, patients, caregivers, and other members of the rare disease community. We are seeking a confident, poised leader who is compassionate, empathic, and a great listener. An ideal candidate will have an understanding of the challenges that non profit leaders face managing their organizations and support groups. The applicant should be able to build rapport and instill trust. The candidate will provide outreach to members of the community inviting them to be a part of our alliance and welcome new members into our organization.

The candidate will respond to inquiries received by the membership team in a timely manner and with information and resources that address the organization or individual's specific need(s). The individual should feel comfortable communicating via different channels (e.g., zoom, email, phone). Capacity building educational programs and engagement are essential to Global Genes’ and are highly visible and valued in the rare community. The Program Coordinator will be responsible for leading the recruitment of new and existing members, on-going member outreach and member support services. Our goal is to provide support, outreach and information on our members, discuss membership services, support partnerships, and help our community members grow.

The Sr. Program Coordinator requires a superbly organized individual willing to collaborate with the alliance membership team, support program managers, facilitate timelines, coordination of cross-functional team members and communication with community members, rare disease individuals, advisors and advocacy partners. He/She will be responsible for the efficiency and organization of recruiting and retaining new members as well as presentation of data and insights to their team members. Attention to detail, communication, analytical and multi-project management skills are essential skills.
This role is a great opportunity for someone looking to learn more about the rare disease community and be involved in a leading patient advocacy organization dedicated to eliminating the burdens of rare disease for patients and families worldwide.

**KEY RESULTS:**
- Coordinate and manage cross-functional alignment with mission, vision and objectives
- Build and maintain key relationships with advocacy partners
- Ensure development and implementation of outstanding programs
- Maintain systems, data collection and processes as related to program management

**RESPONSIBILITIES:**

The **Sr. Program Coordinator** will act as an essential member of the team to carry out the duties required of the position which include but are not limited to:
- Help oversee the full life cycle of membership development from inception to continued support. Successfully able to navigate related internal and external communications related to requests received from members and the rare disease community
- Assist in the development, tracking and reconciliation of existing and new members
- Manage, track and ensure all program components with alliance membership meet objectives and are completed on time
- Support development of interim and final outcomes and reports
- Communicate proactively, accurately and impeccably both verbally and in writing with internal teams and partners
- Maintain the highest level of customer satisfaction
- Actively contribute to an environment of teamwork, cooperation, performance excellence and personal success
- Participate in cross-functional teams to provide updates and coordination of programs where applicable.

**QUALIFICATIONS:**
- Bachelor’s degree from an accredited college or university is ideal
- Minimum of 2 – 4 years proven success in program coordination or comparable experience
- Knowledge of issues facing rare disease patients and the broader community a plus
- Non-profit advocacy, healthcare or life sciences experience a plus
- Exceptional presentation, documentation, customer-service, problem solving and communication skills
- Exceptional professional style with a strong customer service approach
- Strong passion for the rare disease community required
- Self-starter with a proven commitment to excellence; results-oriented
- Role model in organizational skills, attention to detail and gaining accountability
- Comfortable working on a fast-paced remote team
- Bilingual or proficiency in multiple languages is ideal
- Proficient in Zoom, Microsoft Suite, MS Word, Excel, PowerPoint, Basecamp, and database management required (Salesforce preferred)
- Ability to travel for meetings and conferences, as needed.

**PERFORMANCE MANAGEMENT AREAS:**
- Core Values: Integrity, Authenticity, Respect, Creativity, Collaboration and Fun
- Competencies: Personal, People, Strategic and Position
- OKRs: Objectives and Key Results

To Apply: Please email resume and cover letter to **humanresources@globalgenes.org**
Equal Opportunity Employer committed to diversity in the workplace.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.