



## PROGRAM ASSOCIATE

WiNGS is a non-profit agency that supports women in realizing their fullest potential and a path to a better life. We support women in becoming strong mothers, successful in the workplace and financially secure. Formerly known as the YWCA of Metropolitan Dallas, WiNGS serves nearly 2,000 individuals each year. If you want to make a lasting impact in the lives of women and children in Dallas County, work with a team of passionate professionals in an evolving organization - WiNGS is a place for you.

**JOB DESCRIPTION SUMMARY:** The Program Associate serves as the 'first impression' for all WiNGS clients and customers, answering phone lines and providing front-desk support. The PA assists clients in program registrations and connections to resources. This position manages the client database for the Economic Advancement team and assists the Development team with data entry and delivering mailings and donor communications. Evening and weekend hours may be required. Reliable transportation is needed.

This position is temporarily remote and should be able to execute effective team building and program monitoring through virtual means. Proficiency with technology is essential during remote work and on-premise.

### PRIMARY RESPONSIBILITIES:

- Manages main call line and front desk, answers incoming calls and assist walk-in clients and customers.
- Assists in scheduling and coordinating education activities; completes intake assessments and screening tools.
- Assists with ongoing member engagement.
- Coordinate and manages monthly education schedules for all WiNGS programming,
- Ensures client data recorded accurately and timely in Salesforce; run/confirm data reports at least monthly.
- Works with CDO to manage delivery of donor communications; conducts data entry tasks in Salesforce.
- Perform various administrative support duties.

### KNOWLEDGE & EXPERIENCE

- Bilingual/Spanish preferred; high school diploma or nonprofit experience required.
- Demonstrated ability to maintain positive relationships, able to work independently and take initiative.
- Excellent written and verbal communication skills, demonstrating responsiveness, persistence, and reliability.
- Strong organizational and time management skills; able to work independently.
- Demonstrated commitment to the values of diversity and inclusion, a passion for WiNGS mission
- Strong database and Microsoft Office suite experience is required – Salesforce a plus
- Ability to work flexible schedule (required to work some evenings/weekends).
- Must have reliable transportation, local travel required.

We offer competitive compensation and comprehensive benefits, including medical, dental, vision, and life insurance, short- and long-term disability plans and retirement, as well as an environment where your professional growth and advancement are cultivated. WiNGS is an Equal Opportunity Employer.

### HOW TO APPLY:

For immediate consideration, qualified candidates should submit a resume or application to [jobs@wingsdallas.org](mailto:jobs@wingsdallas.org). Job applications can be found on our website at <https://wingsdallas.org/about-us/jobs/>.