



## **Job Title: Senior Program Operations & Data Coordinator**

**Location:** Remote - Applicant should reside a reasonable commuting distance from Boston and available for in person meetings and events as required.

**Reports to:** Chief Program Officer

**Type:** Full Time

**Salary Range:** \$50,000 - \$60,000, commensurate with experience

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### **About Women's Money Matters**

At Women's Money Matters, we believe that financial wellness is a fundamental human right. Our mission is to build the financial wellness, confidence, and security of women and girls living on low incomes through a proven model that combines instructional workshops with personal, one-to-one coaching. By investing in women and girls, we aim to break cycles of poverty and empower our participants to take control of their financial futures.

### **Position Summary**

As our organization continues to grow, we are seeking a highly organized, tech-savvy **Program Operations & Data Coordinator** to support both the operational and data systems behind our programs. This individual will play a key role in ensuring seamless program operations, high-quality participant support, and reliable data systems. This role blends people-centered coordination, strong communication, and Salesforce data management to support both virtual and in-person program delivery.

The ideal candidate blends people-centered program coordination with strong Salesforce skills and excellent communication. They are comfortable with technology, and passionate about helping women overcome barriers to participation and success.

### **Key Responsibilities**

#### **Program Coordination & Participant Support**

- Support recruitment and enrollment by conducting outreach to individuals who expressed interest in programs but have not yet enrolled.
- Guide new participants through the program selection and onboarding process.
- Ensure participants have the technology, equipment, and resources needed to fully participate in programs.
- Provide responsive, participant-centered support throughout the program cycle.
- Coordinate materials, meals, and logistics for in-person sessions.
- Prepare graduation packages, certificates, and participant gifts.

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- Onboard new programs into Salesforce, setting up cohorts, forms, program structures, and tracking fields.
- Maintain clean, accurate data by performing routine data entry, updates, and quality assurance checks.
- Create and run Salesforce reports and dashboards to support program monitoring, recruitment tracking, and outcomes reporting.
- Work with program leadership to improve data workflows, forms, and reporting tools.

### **Communication & Workflow Management**

- Manage the main Programs email inbox, responding to participant inquiries or assigning tasks to team members.
- Review and triage emails submitted through the website requiring Programs Team follow-up.
- Maintain communication workflows using templates, automated processes, and Salesforce tools.

### **Partnership & Sponsorship Support**

- Assist in tracking partner sponsorship commitments, participant placements, deliverables, and outcomes in Salesforce.
- Support preparation of documentation and invoices related to program sponsorships.
- Collaborate with internal teams to ensure accurate and timely reporting to partners and sponsors.

## **Qualifications**

### **Required:**

- 1–3 years of experience in program coordination, operations, CRM management, or related roles.
- Strong proficiency with **Salesforce**, including creating reports, dashboards, managing contacts, and performing data quality checks.
- Excellent organizational and project management skills with strong attention to detail.
- Professional written and verbal communication skills.
- Comfort with technology and willingness to troubleshoot tech needs.
- Ability to manage multiple tasks and deadlines in a fast-paced environment.
- Commitment to equity and supporting women from diverse backgrounds.

### **Preferred:**

- Experience administering or supporting nonprofit Salesforce environments.
- Ability to speak Spanish



## **Working at Women's Money Matters**

We are a small, collaborative team that values trust, learning, and innovation. As a staff member, you'll have the opportunity to contribute to meaningful work while shaping internal systems and helping us grow sustainably. We offer:

- Flexible, remote work environment
- Generous paid time off and holidays
- Health, dental, and vision benefits
- Professional development opportunities

To apply, please click on the link to answer the qualifying questions and upload your cover letter and resume: <https://womensmoneymatters.tfaforms.net/5167587>