Program & Operations Coordinator

Classification: Part-time, Hourly, Non-Exempt
Schedule: 25 hours per week; occasional evening and weekend hours required as part of the regular 25-hour schedule
Pay Rate: $20 per hour
Reports To: Executive Director

Job Summary

Our vision is that no one would grieve alone and our mission is to comfort those mourning the loss of a child as they process and find purpose through their grief. The Program Coordinator supports the Executive Director in advancing the mission of The Children's Park of Tyler by coordinating programs, services, events, volunteers, community outreach, records, CRM data, and daily operations with compassion, discretion, and attention to detail.

Program & Family Support

- Assist with the coordination and setup of organizational programs, including support groups, bereavement boxes, birthday cards, the virtual memorial wall, remembrance events, memorial opportunities in the park, and future programs.
- Track program participation, memorials, event attendance, and other pertinent information, and send timely follow-up correspondence to families as needed.
- Assist families with memorial purchases and questions regarding memorial options and processes, providing compassionate and timely support.
- Represent The Children's Park of Tyler at community events and outreach opportunities, gathering contact information and follow-up details as needed.

Volunteer Coordination

- Help schedule and communicate with volunteers and maintain accurate records of volunteer hours and participation.
- Assist with volunteer projects, workdays, and event support.

Administrative/Operational Support

- Provide general administrative support to the Executive Director and provide administrative documentation to the bookkeeper as needed.
- Assist with scheduling, correspondence, errands, and task follow-up as needed.
- Answer phones, greet visitors, respond to inquiries, and welcome families and guests with warmth and discretion.

- Assist with light facility upkeep, room readiness, general organization, and monitoring of program and office supply needs.
- Organize physical and digital files and assist with document tracking and filing systems.
- Consistently maintain accurate records in the organization's CRM and other tracking systems.
- Perform other duties and responsibilities as assigned or as organizational needs arise.

Qualifications

- Previous nonprofit experience *preferred*; 1–3 years of relevant nonprofit, administrative, program, or community outreach experience is a plus.
- Strong written and verbal communication skills.
- Comfortable using CRM systems, spreadsheets, email, and basic office technology.
- Highly organized and detail-oriented.
- Able to maintain confidentiality and interact professionally and compassionately with grieving families and individuals experiencing loss.
- Reliable transportation required for errands, events, and community outreach.
- Comfortable working independently and as part of a small team.
- Ability to lift and carry up to 25 pounds and perform light physical tasks associated with events, park projects, and facility needs, including moving supplies, event setup and breakdown, and assisting with light indoor and outdoor projects.
- Available to work occasional evenings and weekends as part of the regular 25-hour schedule.

Important Note

This position supports grieving families and community members but does not provide counseling. Sensitive situations may need to be referred to the Executive Director or appropriate professional resources.

To Apply

Please send your resume with three references to: steph@childrensparktyler.org