**Program Assistant**

**Location**: Chicago, IL / Remote  
**Reports to**: Executive Director  
**Salary**: Based on experience   
**Position Type**: Full-time

**About Illinois Joining Forces**  
Illinois Joining Forces (IJF) is a nonprofit dedicated to serving veterans, service members, and their families by connecting them to resources and programs that support their well-being. Our work includes operating a coordination call center, community outreach across the state, and hosting large outreach events.

**Position Overview**  
The Program Assistant provides administrative and programmatic support to the Executive Director and program managers. This role is ideal for a detail-oriented and proactive individual who can juggle multiple tasks, support organizational efficiency, and contribute to the success of IJF’s programs.

**Key Responsibilities**

*Executive Support*

* Provide comprehensive administrative support to the Executive Director, including scheduling, correspondence, and document preparation.
* Assist with board meetings by preparing materials, building PowerPoint decks, taking minutes, and coordinating logistics.
* Maintain organizational records and assist with reporting requirements.
* Support fundraising and donor development efforts, including preparing donor correspondence, tracking donor engagement, and assisting with donor recognition activities.
* Coordinate and manage fundraising events, including logistics, outreach, and material preparation.
* Assist in developing and maintaining relationships with key donors and stakeholders.
* Prepare and manage grant applications and reporting, ensuring compliance with deadlines and requirements.
* Conduct research and compile data to support fundraising strategies and initiatives.

*Program Support*

* Work closely with program managers to supp *t* ort program implementation, tracking, and reporting.
* Assist with event planning, including logistics, outreach, and material preparation.
* Communicate with stakeholders, partners, and program participants as needed.
* Help track and manage program data, ensuring accuracy in reporting and compliance.
* Experience working with and managing outside consultants.
* Support call center operations, including handling inquiries, providing information, and ensuring efficient communication.
* Assist with outreach activities, including coordinating community events, managing outreach materials, and engaging with community partners.

*General Office & Communications*

* Maintain organizational files, databases, and contact lists.
* Support communications efforts, including newsletters, social media, and website updates.
* Assist with grant reporting, tracking deadlines, and compiling necessary documents.
* Perform other duties as assigned by the Executive Director.

*Clerical & Administrative Support*

* Draft and type letters, reports, charts, graphs, etc., using word processing, spreadsheet, database, and presentation software.
* Screen calls; prepare agendas and make arrangements, including travel, for meetings and special events.
* Manage supervisor's and event calendars.
* Coordinate content maintenance of websites and social media.
* Process accounts payables and receivables; verify income and expenses; resolve discrepancies and over/under budget problems.
* Assist with reconciliation of accounts; review budget statements, investigate and resolve discrepancies, and prepare budget reports and spreadsheets.
* Implement basic financial procedures and track finances, including expenses, revenues, purchase orders, and staff reimbursements.
* Assist with accounting and bookkeeping needs.

**Qualifications**

*Minimum Qualifications*

* High school diploma or equivalent, along with 2 years of administrative support experience.
* Intermediate knowledge of word processing, spreadsheet, email, and database software programs.

*Preferred Qualifications*

* Bachelor's degree, or the equivalent combination of education, training, and experience.
* Passion for supporting veterans, service members, and their families
* Strong organizational and multitasking skills.
* Experience using Salesforce for data management and reporting.
* Experience in nonprofit, program coordination, or administrative roles preferred.
* Proficiency in Microsoft Office, Google Suite, and CRM or project management tools.
* Experience with PowerPoint and presentation development.
* Excellent communication skills, both written and verbal.
* Ability to work independently and as part of a team.
* Strong bookkeeping and accounting skills.
* Experience with QuickBooks and bookkeeping software preferred.
* Ability to perform accounting tasks like journal entries, financial report preparation, and budgeting.
* Self-motivated problem-solver.
* Experience working with and managing outside consultants.