



Program Coordinator

Job Title: Program Coordinator (full-time)

Company: Annual Giving Network

Location: Medfield, MA (near Boston)

Annual Giving Network (AGN) is the world's leading resource for annual giving programs. We provide training and tools that empower staff and volunteers to continuously learn, sharpen skills, and develop effective fundraising strategies. We are proud to have served more than 2,500 colleges, universities, and independent schools—including over 700 institutions through our membership program, which provides ongoing access to training and professional development.

The **Program Coordinator** supports a variety of activities related to business operations, customer support and fulfillment, database management, sales, marketing and communications. Primary responsibilities include:

- Provide general administrative support by scheduling meetings, organizing files, preparing correspondence, completing forms and applications, ordering supplies, and booking travel.
- Maintain calendars for a variety of purposes and activities.
- Update content on social media and web platforms, including WordPress, LinkedIn, Facebook, Twitter, Elevate (LMS), and others.
- Help produce email campaigns to support lead generation and sales, market research, faculty recruitment, and member stewardship.
- Use the company's CRM database to look up records and generate lists and reports.
- Coordinate data hygiene efforts, including updating existing records, importing new information, and removing inactive records.
- Monitor inbound customer email and phone inquiries and respond/escalate as needed.
- Help fulfill product orders and track customer activity related to event registrations, job board ads, user lists, discount codes, member benefits, bulk purchase orders, and other services.
- Provide logistical and technical support during programs, events, and other activities.
- Other duties as assigned.

Qualifications:

Bachelor's degree and 3-5 years of relevant experience, with preference given to those with experience in education and/or fundraising. Must be highly organized and detail-oriented with strong writing, communication, and technical skills, a sense of humor, and a willingness to be flexible and patient in the context of a small and growing business. Working knowledge of Google Workspace, MS Office (including PowerPoint), Zoom, Adobe Creative Cloud, Canva, iMovie, Elevate, Blackboard, WordPress, Salesforce, Pardot, SurveyMonkey, or comparable platforms is desirable. Must be able to travel occasionally and work evenings and weekends as needed.

To apply for this position, please send an email with a cover letter, resume, and salary requirements to jennifer.fillare@annualgivingnetwork.com