

Program Coordinator – DURHAM, NC

It's time to work in a job that is fulfilling, where you will make a difference in local children's lives every day. Note in the Pocket, a growing non-profit organization that gives clothing to homeless and impoverished children, is actively recruiting a **Program Coordinator for our Durham, NC location**. The ideal candidate will be an outgoing and collaborative self-starter, who will ensure a positive experience for volunteers keeping them on task meeting project goals while maximizing the manpower available each day.

The Program Coordinator is a crucial and high-profile position within the organization. This position will oversee the day-to-day processing operations of Note in the Pocket training and leading volunteers and groups working in conjunction with the Volunteer Coordinator, other staff Volunteer Leaders, and other senior staff positions.

Key Things to Note:

- This position will work as part of a small team. Need a candidate who enjoys working collaboratively to achieve the goal of clothing children and families in Durham.
- Need a great communicator (email and in person) with a passion for our mission.
- This position is a deadline-driven, multi-priority, fast-paced environment.
- Need the ability to relate well with all types of people; be an attentive and active listener; and build rapport with dignity and tact.
- This position requires attention to detail and meticulous record keeping.
- An eye for what schoolchildren want and like to wear is imperative.

Selected Duties Include:

Volunteer Leadership

- Lead morning, afternoon, evening, and weekend volunteer groups as scheduled, ensuring every volunteer has a meaningful and well-organized experience
- Coordinate tasks across large groups by working with co-leaders to divide responsibilities while maintaining a cohesive, positive floor environment
- Greet and check in volunteers at the start of each shift, confirming registration and orienting new participants
- Train new volunteer leaders on NITP processes, expectations, and culture
- Provide supervision and structured learning experiences for summer interns and NITP Student Leadership Teens
- Support Mobile Volunteer Program and team-building events, including site evaluation, logistics coordination, and day-of staffing

Clothing Fulfillment and Wardrobe Creation

- Build mini-wardrobes for referred children and families based on provided specifications, with an eye for what school-age children actually want and like to wear
- Conduct final quality control inspection of fulfilled requests before items are packed for delivery
- Advise on inventory gaps and specific items or sizes needed to complete current and upcoming requests

- Enter inventory data accurately, including item counts, sizes, and incoming donations; assist with shelving and physical organization of clothing inventory
- Suggest procedural updates to improve the fulfillment process as opportunities arise

Daily Operations

- Work with the team and Volunteer Coordinator to identify daily priorities and adjust task assignments accordingly
- Ensure the volunteer center and fulfillment area are set up and ready at the start of each shift and properly closed at the end
- Assist in maintaining supply inventory and alert when replenishment is needed
- Support Pocket Pop-Up events and related prep work

What Success Looks Like

In this role, success means families receive the right clothing: accurately built, carefully inspected, and delivered on time. It means volunteers leave every shift feeling like their time was well spent and that the work they did moved clothing directly to children who needed it. You'll know you're excelling when your fulfillment records are clean and current, your referral partners trust you to follow through without being chased, your delivery routes run efficiently, and your Manager can count on you to flag problems early.

Qualifications

Education

- High school diploma or GED required; Associate's degree preferred

Experience

- 3+ years of experience in a nonprofit, retail, or service-oriented environment preferred
- 1+ years of experience supervising volunteers or leading teams
- Experience in retail or resale clothing strongly preferred
- Experience with data entry, record-keeping, or inventory management a plus

Physical Requirements

- Extended periods of standing and movement throughout the shift
- Regular lifting and/or moving of objects up to 25 lbs.
- Occasional lifting and/or moving of objects up to 50 lbs.
- Work performed indoors in a temperature-controlled warehouse facility; moderate noise levels

Schedule is primarily Monday-Friday, but may **require working one Saturday** a month.

Note in the Pocket strives to offer a positive work/life balance to all our employees. In addition, our full-time employees are eligible for immediate enrollment in Organization benefits, which includes:

- Health Insurance, including Dental
- Life Insurance

- \$500 toward an HRA
- 13 paid holidays
- Paid time off, including personal time, sick/wellness time (48 hours/6 days) and two weeks vacation time per calendar year (pro-rated based on hire date).
- Paid time off starts accruing on day one of employment

All duties listed represent the essential functions of this role. Reasonable accommodation will be made for qualified individuals. This document does not constitute an employment contract. Employment is at-will.

Job Type - Keywords:

Service

Professional

Fashion Merchandising

Retail

Customer-facing

Stewardship

Community

Nonprofit