Position Description

Title: Program Coordinator

Reports to: Program Manager

FLSA Status: Non-Exempt, Full Time

Supervisory Responsibility: N/A

POSITION SUMMARY:

The Program Coordinator reports to the Program Manager and assists in the implementation of the program management strategy for The Sequoia Project. The Program Coordinator supports the planning, coordination, and facilitation of Sequoia's programs, including membership engagement, Interoperability Matters cooperative, The Sequoia Project Board of Directors, and the Trusted Exchange Framework & Common Agreement's (TEFCA) Recognized Coordinating Entity (RCE).

This role involves daily communication, administrative coordination, and meeting facilitation among Sequoia leadership, external contractors, Subject Matters Experts (SMEs) and industry stakeholders composed of senior health IT influencers from across the nation, who contribute to progress in interoperability.

The Program Coordinator will also work with the Chief Executive Officer to provide high-level executive administrative support as well as routine administrative functions, such as scheduling meetings, event planning, and travel.

This position requires a blend of project management, customer support, communication, and administrative skills. The role also requires some technical skills including but not limited to teleconference platforms and customer relationship management (CRM) systems.

This position is remote.

Who is The Sequoia Project?
The Sequoia Project is a non-profit with a public service mission to advance the ability of health IT systems to interoperate for the improvement of patient care, and the reduction of costs in the health care system.

ESSENTIAL FUNCTIONS:

- Coordinate the activities of the various governing bodies and working groups including the Sequoia Board of Directors and its committees, the Interoperability Matters Leadership Council, Workgroups and Advisory Forum, and their proceedings, including:
  - Maintaining current roster of participants, supporting onboarding and documentation
  - Calendaring for meetings and planning calls

- o Supporting virtual meetings and in person sessions
- o Preparing materials and maintaining meeting documentation
- o Maintaining communication with volunteers, staff leads, and SMEs
- o Facilitating nomination and voting processes
- o Other matters upon request of the relevant program leadership and Subject Matter Experts (SMEs)
- Support the activities of Sequoia as the Trusted Exchange Framework & Common Agreement's (TEFCA) Recognized Coordinating Entity (RCE) through scheduling, meeting support, materials distribution, and communications.
- Facilitate Sequoia membership engagement by maintaining updates to documents and the CRM system, scheduling onboarding meetings with member prospects, and event planning assistance
- Assist with ongoing updates to program materials such as application and onboarding packages, operating policies and procedures, and other materials as necessary.
- Contribute to other Sequoia program efforts as needed

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong organizational and customer relationship management skills
- Ability to work in a highly dynamic, team-oriented environment, with strong interpersonal skills
- Excellent oral and written communication skills, with ability to communicate clearly with all levels of the organization
- Strong problem-solving skills
- Exceptional attention to detail
- Knowledge of the health information technology (HIT) industry desired

EDUCATION, TRAINING AND EXPERIENCE:

- Bachelor's degree
- Minimum 3-5 years of work experience in a client-focused role
- Minimum of 3 years of experience in program or project management supporting the successful delivery of engagements
- Proficiency in MS Outlook, Word, Excel, PowerPoint, Teams, and SharePoint
- Experience with Salesforce or other CRM

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work on a computer for extended periods of time
- Ability to stand or sit for extended periods of time
- Ability to lift 15 to 20 lbs.