

## **Program Support Specialist – On-Site Staff**

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Reports To: Program Support Supervisor

FLSA Status: Exempt

The Foundation for Advanced Education in the Sciences (FAES), Inc., is an entrepreneurial non-profit organization, located at the National Institutes of Health in Bethesda, Maryland, which conducts advanced educational programs and activities to promote the productivity and attractiveness of professional life on the NIH campuses. FAES programs complement the work of NIH in accomplishing its mission of research and training in the biomedical sciences and FAES seeks to continue to create and sustain cutting-edge programming in all operational areas. We provide full-service event and conference management services as well as limited housing for members of the NIH community and affiliated organizations.

**Position Description:** The Program Support Specialist provides administrative and customer service support for the Academic Programs Department at FAES. This position requires basic administrative skills and a dedication to providing superior customer service. The Program Support Specialist is a team player with strong interpersonal skills and the abilities to work independently, efficiently, and on time. This is a full-time, on-site position providing in-person, email, and telephone support to FAES students, faculty, and staff. The Program Support Specialist will work on-site to provide administrative support to the Academic Programs department and, additionally, will occasionally support in-person courses, workshops, and other events during non-standard business hours, such as evenings and weekends.

### **Responsibilities include, but are not limited to:**

- Provide on-site support and service for students, faculty, other clients, and FAES staff
- Provide occasional on-site support for courses, workshops, and other events; this may be after regular business hours
- Serve as first point-of-contact for customer inquiries; respond to phone, email, and in-person inquiries for the department
- Register students in courses, workshops, and other events
- Process payments for student registrations
- Assist with planning and coordination efforts for information sessions, webinars and seminars, student and faculty support events, and other in-person and virtual events
- Assist with laboratory safety checks
- Collaborate with team members on program support needs
- Assist in coordinating marketing materials for the department
- Support all administrative duties for the department, including but not limited to calendar management, maintaining records and reports, managing meeting minutes, assisting students with academic records including transcript issuance, and other duties as assigned

### **Qualifications:**

- At least one year of experience in a customer service or administrative role
- Excellent writing skills
- Excellent customer service skills
- Excellent teamwork and collaboration skills
- Proficient in Microsoft Excel, Microsoft Word, and other programs in the Microsoft Office Suite
- Experience using Destiny Solutions/Modern Campus a plus
- Experience using Adobe Creative Suite a plus
- Must be able to work on-site at the FAES administrative offices at NIH

- Must be able to occasionally work after 5 p.m.
- Must be able to pass an NIH background check to be employed at FAES

**FAES is an Equal Opportunity Employer.**

FAES provides equal employment opportunity for all applicants and employees. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, gender, gender identity, marital status, age, disability, veteran status, sexual orientation, national origin, or any other category protected by applicable federal and state law, or local ordinance. FAES also makes reasonable accommodations for disabled applicants and employees.