

# Program Specialist (NSN)

## Northwest Minnesota Foundation, Bemidji MN

The Northwest Minnesota Foundation (NMF) is one of the six Minnesota Initiative Foundations (MIFs) established by the McKnight Foundation in 1986 to assist Minnesota's rural regions during the farm crisis in the 1980s. As the region's MIF and the only community foundation in the region, NMF has been serving the vast nonprofit community in northwest Minnesota for more than 30 years.

NMF provides grants and loans to organizations and small businesses and scholarships to individuals within the 12-county region and the two tribal nations. Since its founding, NMF has invested millions to help make the region a better place to live and work.

## Position Description

The Program Specialist provides day-to-day administrative, operational, communications, and homeowner support for North Star Neighbors. This position completes recurring work within established procedures; maintains accurate records and information; coordinates routine activities; and provides responsive service to homeowners, applicants, partners, and staff.

The position also dedicates approximately 15% of its time to administrative support for the Vice President of Programs and Executive Director of North Star Neighbors. The role requires strong follow-through, attention to detail, comfort with changing priorities, and sound judgment about when to act independently and when to seek guidance.

## Duties & Responsibilities

- You will enter invoices and maintain supporting documentation according to established financial procedures.
- You will assist NSN leadership and NMF Finance staff with routine financial tracking, reconciliation support, and organization of financial records.
- You will enter, update, and review information in, spreadsheets, and other approved systems for completeness and accuracy.
- You will maintain organized electronic and physical files and apply established naming, retention, and access protocols.

### Job Details

#### Industry

Community Foundation

#### Employment Type

Full-Time

#### Employment Status

Non-Exempt

#### Job Functions

Administrative &  
Operations Support;  
Communications;  
Homeownership Support

#### Direct Reports

0

#### Position Reports To

Vice President of Programs /  
Executive Director of North  
Star Neighbors

#### Career Pathway

A200

- You will coordinate routine administrative activities, including scheduling, document preparation, meeting logistics, supply needs, and follow-up tasks.
- You will draft and schedule approved social media content for Facebook, Instagram, and other platforms in coordination with NSN leadership.
- You will gather newsletter content for homeowners, home applicants, and partners and work with designated communications staff to support production.
- You will organize photos and digital media and create basic videos that support training, showcase NSN work, and strengthen public awareness.
- You will assist with homeowner stewardship by coordinating routine communications, records, reminders, and follow-up as directed.
- You will assist with the homebuyer verification process by collecting, organizing, tracking, and securely maintaining required documentation.
- You will respond to routine questions from homeowners, applicants, and partners and route complex, sensitive, or policy-related questions to the appropriate staff member.
- You will provide administrative support to the NSN Executive Director, including calendar updates, schedule development, agenda preparation, meeting notes, inbox organization, task tracking, and short-term assignments.
- You will monitor assigned deadlines and communicate progress, missing information, or barriers in a timely manner.
- You will follow established procedures while identifying practical opportunities to improve accuracy, consistency, and efficiency.
- You will protect confidential homeowner, applicant, personnel, and organizational information.
- You are responsible for all other duties as assigned.

### **What success looks like:**

- You complete recurring administrative and operational work accurately, on time, and in alignment with established procedures. You maintain dependable records and communicate promptly when information, direction, or follow-up is needed.
- You manage multiple requests with organization, good judgment, clear communication, and attention to detail. You adapt to short-term and daily priorities while keeping routine work moving forward.
- You provide courteous, responsive support to homeowners, applicants, partners, and colleagues. You recognize when a question can be resolved using established guidance and when it should be elevated.
- You contribute to consistent NSN marketing by gathering useful stories and images, preparing clear content, maintaining organized media files, and following approval and brand processes.
- You use a team-first approach and build effective working relationships across NSN, NMF Finance, Programs, Communications, and external partners.
- The Northwest Minnesota Foundation is committed to fostering a welcoming and inclusive workplace that reflects the communities we serve. You actively seek opportunities to grow your skills and strengthen our work across the region.

## Obligations

### *Ownership of:*

- Accurate and timely completion of assigned invoice entry, data entry, records maintenance, scheduling, and administrative follow-up.
- Organization of assigned NSN electronic files, physical files, photo libraries, and routine operational records.
- Reliable completion and communication of assigned executive support tasks.

### *Will collaborate in:*

- Financial tracking and documentation with NSN leadership and NMF Finance staff.
- Social media, newsletters, basic videos, and other marketing activities with NSN leadership and communications staff.
- Homeowner stewardship and homebuyer verification activities with designated NSN staff.
- Development and implementation of practical file-management and financial-tracking protocols.

## Qualifications

### *Required:*

- Associate degree in business administration, communications, accounting, office administration, or a related field; or an equivalent combination of education and relevant experience.
- At least two years of experience in administrative support, office coordination, customer service, communications, financial support, or a related role.
- Demonstrated attention to detail and ability to accurately enter, organize, and maintain information.
- Working knowledge of Microsoft 365 applications and experience using shared electronic filing systems.
- Basic financial or accounting awareness sufficient to work with invoices, supporting documentation, and financial tracking tools.
- Ability to manage multiple assignments, adjust to changing priorities, meet deadlines, and communicate status or barriers.
- Strong written, verbal, interpersonal, and customer-service skills.
- Ability to maintain confidentiality and handle sensitive information with professionalism.
- Ability to work effectively with people from varied backgrounds and provide respectful, culturally responsive service.

### *Preferred:*

- Experience with accounts payable, bookkeeping support, reconciliation support, or nonprofit financial processes.
- Experience creating and scheduling content for Facebook, Instagram, or similar social media platforms.
- Experience with Canva, basic photography, or basic video-editing tools.
- Experience entering and maintaining information in, a customer relationship management system, or another database.
- Experience in affordable housing, community development, nonprofit, or community-facing work.

- Passion for the missions of North Star Neighbors and the Northwest Minnesota Foundation.

## Job Information

*The Northwest Minnesota Foundation follows an equal opportunity employment policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, and marital status. This policy applies to hiring, wages, internal promotions, training, opportunities for advancement, and terminations.*

- This position offers a competitive salary (minimum \$50,255 to a maximum of \$72,590), commensurate with experience and qualifications.
- The primary location for this position is the Foundation's headquarters in Bemidji, Minnesota. However, a flexible/hybrid option is available where the employee is expected to be physically at the headquarters for an agreed upon number of days and has the option to work from a remote work location the other days.
- This position will require travel locally, regionally, state-wide, and potentially nationally.