

La Piana Consulting

Project Coordinator – Job Description

About La Piana Consulting

Founded in 1998, La Piana Consulting is a national management consulting firm dedicated to strengthening organizations for greater social impact. We are on the cutting edge of thinking and methodology related to nonprofit strategy, business planning, and partnerships. We work to improve nonprofit leadership and management so that these essential organizations can have the greatest positive impact on society. Our clients include local and national organizations working on issues ranging from social justice and the environment to health services and youth development.

We are a virtual organization with 20–25 staff who work remotely from their own home offices around the country. We value a culture of personal connection among our team and host regular video calls and at least one in-person staff meeting per year. Please [visit our website](#) to learn more about our firm's [clients](#), [resources](#), [history](#), and [team](#).

Role of the Project Coordinator

As a Project Coordinator, you will support our consulting teams, helping the firm to provide excellent, highly responsive, and impactful client services.

You will work virtually from your own home office and report to a supervising consultant for mentorship and support. You will also be accountable to each client project's lead consultant — who is often not your direct supervisor — on client work. Work is sometimes required outside of normal business hours, and all La Piana Consulting employees must be responsive to clients with varying schedules and working within different times zones, but a flexible schedule during the workday is part of our culture.

The Project Coordinator will:

- Ensure consultants have the materials and information they need to move client engagements forward
- Support consultants in project management — tracking timelines, deliverables, and budgets within individual projects and across multiple projects
- Conduct scheduling and manage logistics for project interviews, focus groups, and other client meetings
- Review, edit, and format written products for sharing with clients
- Develop first drafts of consultant tools such as interview guides, handouts, worksheets, agendas, project work plans, surveys, presentations, etc.
- Conduct secondary (internet) research to support consultants

- Undertake a variety of internal and client-based projects as needed, including production and administration of online surveys, developing presentation materials, attending meetings to take notes, etc.
- Support immediate and simple technology needs (e.g., using applications within Microsoft Office 365) and act as a liaison with outside IT support (e.g., for hardware issues)
- Other duties as assigned, in furtherance of the firm's work

Desired Qualifications

The Project Coordinator position requires strong project management skills and a mastery of common technology tools. A successful Project Coordinator will be engaged, diplomatic, and patient, and have the ability to multi-task, receive work from multiple colleagues and prioritize appropriately, and communicate challenges in order to solve problems. They must take direction well and know when to seek guidance, while also being a self-starter and able to work independently.

We are looking for these qualities in new team members:

- *Personal Drive*: You want to make a difference — at work and in the world. Your work and life history demonstrates your eagerness to engage deeply with others as well as your tenacity, sticking with a challenge until you succeed.
- *A People Person*: You have a friendly, outgoing demeanor and desire to be helpful. You enjoy interacting with colleagues, the public, and clients, and can build and maintain relationships while working remotely.
- *Practical and Technical Experience*: You know what it takes to support excellent work in a professional services setting. You have a solid understanding of office functions including commonly used technology tools. You are a power user of Microsoft Windows and Office 365. You have worked with SharePoint or other cloud-based storage systems, with Salesforce or other CRMs, and with Qualtrics or other advanced survey tools. In previous roles, you may have been the person people turned to for help with common technology or technical questions.
- *Communications*: You have strong written and oral communications skills, are a great editor of others' work, and are able to create documents and PowerPoint presentations given the raw material by a consultant.
- *Flexibility*: You are able to quickly grasp the essence of a situation, understand what is needed by colleagues and clients, and effectively juggle multiple demands and deadlines. You are able to work flexible hours, which might include some evenings and weekends.
- *Detail Oriented*: You appreciate the importance of getting scheduling, editing, or meeting details right so that the content of the work is unimpeded.
- *Committed to Racial and Gender Equity and Inclusion*: You understand the impact of systemic racism and gender bias, and you're able to engage with colleagues and clients productively around these issues, wherever they are at on their journey.

If you are strong in each of these qualities, you may be a good fit for the Project Coordinator role, regardless of your academic background or specific work experience. Our team comes to the work with widely varied backgrounds, but shares a common commitment to the social sector, to one another, and to our firm's success.

Preferred Background

We look at the totality of an applicant's qualities and skills when we hire, so we welcome your application even if you do not have all of the experience and skills listed below. Particular experience and skills we consider include:

- Bachelor's Degree
- Minimum of 2–3 years professional experience, preferably working as a Project Coordinator or an Administrative / Executive Assistant in a fast-paced environment
- Excellent written communications and editing skills
- Excellent oral communications skills, including a strong customer service orientation
- Capacity to handle multiple tasks, remain flexible, prioritize appropriately, and manage workflow for oneself and others; readiness to pivot from one project to another without missing a beat
- Self-motivated and able to work independently as part of a geographically-dispersed team, while being responsive to direction and knowing when to seek guidance
- Interest in consistently learning new tools and technologies, and applying those concepts to the needs of colleagues and the firm
- Strong skills in MS Windows and MS Office (Outlook, Word, Excel, PowerPoint)
- Other software skills preferred: advanced online survey tools (Qualtrics preferred), cloud-based file storage systems (SharePoint preferred), customer relationship management (CRM) systems (Salesforce preferred) and/or other databases

Compensation

La Piana Consulting offers a generous compensation package including a competitive salary (dependent upon experience and location); generous health, dental, and retirement benefits; and liberal paid-time off (PTO).

We outfit all staff's home offices as needed (including a laptop, monitor, keyboard, printer/scanner, desk chair, office supplies, adaptive office equipment etc.); provide monthly stipends for telecommunications (cellular phone plan, wireless internet, etc.); and cover all travel expenses for staff meetings and other required travel.

Starting salary for the Project Coordinator position is \$55,000 to \$65,000 depending on experience and location. For equity and other reasons, we do not negotiate salaries.

To Apply for the Project Coordinator Position

To be considered for the Project Coordinator position, **please send your resume and cover letter to careers@lapiana.org with the subject header “Coordinator Position.”**

We will review submissions as they are received, and will contact applicants to request more information and/or to schedule interviews as appropriate. We seek to fill the position as soon as possible, and it will remain open until filled. No phone call inquiries about the position will be accepted.

Striving Toward Justice

La Piana Consulting is a leading national strategy firm helping the social sector navigate change. Our work provides us with an opportunity to help the people and organizations driving positive social change to be their best, to use their resources wisely, to create equitable workplaces where colleagues can thrive, and, as a result of their organizational health and strategic alignment, to make measurable progress on the critical missions we all rely upon them to advance.

In order to be effective in this role, we have developed a racial equity framework. What this means is that, while we are far from perfect, we strive toward justice. We live in a country founded on white supremacy and we are all complicit in upholding it. From centuries of inhaling air filled with racism and other social toxins, we have become conditioned to accept the status quo, if we see it at all, rather than to disrupt it. As a result, racial disparities exist in every aspect of life, stemming from our country's default toward whiteness as the norm for all conventions. We recognize that race and racism do not exist in a vacuum; identities are intersectional and overlapping. Applying a racial equity frame to our work also informs our efforts to counter other forms of discrimination.

Racial Equity is Advanced When:

- Racial identity does not limit one's success, participation, voice, access to power and professional growth, or sense of belonging at an organization.
- Leaders have an awareness of an organization's history and an understanding of its connection to the broader U.S. history of oppression and inequity.
- Organizational processes and systems are intentionally designed to promote equity.

Our Foundational Beliefs:

- Positional leadership in any organization is a privilege, an obligation, and a duty, but leadership also exists throughout the organization, regardless of title.
- Achieving influence without authority is a necessary skillset in the workplace that may be more difficult for some groups to navigate depending upon who they are and who is in charge.
- Work styles are influenced by personal and cultural identities.
- Effective leadership teams openly and frequently discuss and work toward agreement on relationships, power, decision rights, delegation, and span of control.
- Implicit or explicit bias can inhibit full participation from all organization members. People default to familiar hierarchical models, but organizational structures and systems are a result of design decisions and can be changed.

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