

Position Type: Part-Time, Independent Contractor (1099)

Location: Remote

Reports To: Executive Director

Estimated Commitment: Approximately 5 hours per week

Compensation: \$30 per hour



Position Summary

The **Fractional Executive Support Coordinator** provides high-level administrative, communications, and project task support to the Executive Director. The person serving in this contract position will enjoy flexibility in terms of when they engage in the work.

The **Fractional Executive Support Coordinator** serves as a force multiplier for organizational effectiveness by helping improve routine outreach, communications, data management, and follow-up activities, allowing leadership to focus more effectively on strategy, fundraising, partnerships, and mission delivery.

KEY RESPONSIBILITIES-----

Executive Communications

- Serve as a thought partner with the executive director with confidential access to his primary email account (Director@carenewhaven.org)
- Draft emails, letters, talking points, and other correspondence on behalf of the Executive Director. (Task= Ghost writing)
- Assist with ghostwriting correspondence for donor, volunteer, partner, and community communications.
- Manage and organize incoming and outgoing communications as assigned.
- Prepare and refine task actions within Trello and Bloomerang CRM to facilitate follow-up actions and forward progress.

Outreach & Relationship Management

- Help coordinate outreach to prospective donors, community leaders, partners, and stakeholders.
- Schedule meetings, calls, and introductory conversations on behalf of leadership (Director, Volunteer Opportunity Managers, and Board members as needed)
- Conduct follow-up communications to maintain engagement and advance relationships, particularly with Volunteers.
- Track outreach efforts and maintain accurate records within IVCG's CRM (Bloomerang) and other systems as needed.

Volunteer & Client Support

- Assist volunteers and clients with routine questions when available and confident in the content.
- Direct more complex matters to appropriate staff or volunteer leaders. In doing this, avoid simply forwarding messages to others with an assumption that the other party accepted the action.
- Ensure timely, professional, and welcoming interactions that reflect IVCG's values as a relationship-based community organization with seniors at the heart.

Data & Administrative Support

- Perform data entry, database maintenance, and support data cleanup projects across multiple technology systems.
- Maintain accurate communication records related to volunteers, donors, clients, and program activities by utilizing foundational IVCG systems such as Bloomerang and Trello.
- Assist with spreadsheet management, reporting, and information organization as time allows.
- Be curious, creative, and engaged with process improvements that increase efficiency and reduce administrative bottlenecks.

Project Support

- Assist with ongoing project tracking and accountability.
- Conduct check-ins with staff and volunteer leaders when needed to facilitate common understanding of shared goals involving projects or programs.
- Ensure action items, deadlines, and commitments are followed through by following critical task management “cards” in Trello.
- Help identify obstacles and elevate awareness of issues requiring leadership attention.

Desired Skills & Qualifications

The right candidate will ideally have some or all of these attributes + KSA's:

- Local to the New Haven area
- Familiar with the Greater New Haven non-profit community

- Strong comfort learning and working across multiple software and data systems.
- Unquestionably interested in community wellness and IVCG's long term resilience.
- Proficiency with Microsoft Office, especially Excel, Outlook, and SharePoint.
- Experience in or willingness to quickly learn the use of Bloomerang-CRM and Trello.
- Excellent written communication skills with the ability to write in another person's voice.
- Professional and confident phone presence.
- Strong organizational skills and attention to detail.
- Experience with spreadsheets, data management, and recordkeeping.
- Ability to work independently, prioritize tasks, and manage multiple projects.
- Customer service mindset and ability to interact effectively with volunteers, clients, donors, and community leaders.
- Experience supporting executives, nonprofit leaders, or small business owners.

Success Measures

- Increased responsiveness to stakeholders and community partners.
- Clear improvements for the Executive Director's capacity (time) to invest in Development efforts by reducing operational friction.
- Improved follow-through on projects, meetings, and action items as observed by the Executive Director and Board of Directors.
- Improvements in organizational data.
- Faster scheduling and coordination of strategic conversations and partnerships.

Requirements

- Successful interview with the executive director that leads to mutual confidence in the ability to conduct associate executive administrative functions as an independent contractor.
- Successfully pass the background check

Application Process:

- Send a resume or contractor profile (as a PDF attachment) to: Director@CareNewHaven.org. Include a cover letter.