

Job Title: Administrative Coordinator

Reports to: Executive Director

Status: Full-Time (non-exempt)

Hours: 32 - 40 hours/week (occasional evenings/weekends for events)

Location: San Diego, CA (hybrid)

Hourly Rate: \$25–\$30/hour (dependent on experience)

About Resounding Joy

Resounding Joy is a nonprofit music therapy organization dedicated to enriching lives through the healing power of music. We serve individuals and groups across the lifespan in our Music Wellness Center in Sorrento Valley, as well as in hospitals, clinics, homes, virtual platforms, and community spaces.

Role Summary

The Administrative Coordinator ensures smooth operations and responsive client service. Core responsibilities include managing staff schedules, waitlists, and referrals; communicating with clients, caregivers, and partners; basic marketing (social media, e-newsletters); and outreach event and volunteer coordination.

This position reports to the Executive Director and works closely with the Office Manager and broader staff team to support organizational efficiency and communication. It suits an energetic, highly organized, detail-oriented self-starter who can balance day-to-day operations with long-term projects to advance our mission.

Key Responsibilities**1) Scheduling (70%)**

- **Schedule and Waitlist Management**
 - Schedule staff members (music therapists and community musicians) for sessions across partner sites and at the Music Wellness Center.
 - Maintain and update staff and shared calendars.
 - Proactively manage the waitlist and move clients into active services by identifying and sharing upcoming scheduling opportunities
- **Client and Referral Communications**
 - Provide timely responses to requests, questions, and updates from current clients and their service coordinating teams

- Communicate schedule changes and cancellations to therapists, partners, and individual clients / caregivers
- Respond to incoming referrals from partners, providers, and clients; provide information and support through the process of joining the waitlist
- Conduct light outreach to potential new business to introduce programs and schedule information calls as directed
- **Record Keeping and Data Management**
 - Create and maintain accurate client and partner records from referral through end of services (i.e. completing client files, monitoring and updating contract dates)
 - Compile data and prepare brief summary reports as requested
 - Contribute to process improvement efforts, including streamlining data systems and supporting the organization's transition from manual tracking to an electronic health record (EHR) or CRM platform.

2) Marketing and Development (15%)

- Manage social media posts and engagement across LinkedIn, Facebook, and Instagram
- Assist with design of marketing materials (Canva) and monthly e-newsletters (Constant Contact)
- Organize and maintain marketing asset files
- Assist with logistics for Resounding Joy's fundraisers and events
- Coordinate organizational participation in community outreach and tabling events
- Provide development support as needed (donor communication, meeting coordination, research, database updates)

3) Community Outreach and Volunteer Coordination (5%)

- Research and coordinate with prospective community partners and service sites, as directed.
- Onboard, schedule, and coordinate volunteers to support event and organizational needs
- Represent Resounding Joy in community as requested

4) Executive Support (5%)

- Coordinate and schedule meetings and interviews
- Other support as requested

5) Other Duties as Assigned (5%)

Qualifications

- Bachelor's degree or previous work experience in scheduling, program coordination, communications, nonprofit administration, social services, or a related field.
- Strong organizational skills, ability to prioritize, and high attention to detail.
- Clear, professional communication skills (written and verbal) with a customer-service mindset.
- Collaborative team player with sound judgment and problem-solving skills.
- Comfortable with feedback, adaptable, and committed to continuous learning.
- Proficient with Microsoft 365 (Outlook, Excel, Word, SharePoint/OneDrive).

- Experience with Canva, Constant Contact (or similar), Meta Business Suite, and social media platforms.
- Experience with project management and CRM tools a plus (e.g., Monday.com, DonorPerfect).
- Passion for community service and alignment with our mission.
- Music background not required but a plus.

Additional Requirements

- Ability to perform computer-based work (typing, video calls) and occasional light physical tasks such as lifting up to ~ 20 lbs. for materials or instruments. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.
- Ability to pass background check and fingerprinting; compliance with partner site onboarding requirements (e.g., vaccinations or approved exemptions, TB test, facility badges).
- Work authorization in the United States.

Work Environment

This hybrid position will split time between the Resounding Joy offices and remote work from home. Exact schedule will be discussed at time of hiring. This role may occasionally support on-site program logistics (set-up/tear-down, materials) and staff community outreach events.

EEO Statement

Resounding Joy provides equal employment opportunities to all employees and applicants and prohibits discrimination and harassment of any type, without regard to race, color, religion, national origin, ancestry, disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), gender identity or expression, age, sexual orientation, military or veteran status, immigration/citizenship status, protected medical leaves, domestic violence victim status, political affiliation, or any other status protected by federal, state, or local law.

To Apply

Please email your résumé and cover letter to info@resoundingjoyinc.org with the subject line “Administrative Coordinator – [Your Name].” No phone calls, please.