POSITION DESCRIPTION

Program Assistant

INCITE Consulting Solutions

REPORTS TO	LOCATION	TRAVEL
VP, Operations and Program Management; VP, Operations and Strategy	Remote, U.S. based	Up to 10%

The Role

If you are the person who keeps the trains running on time, who notices when a meeting needs an agenda or a follow-up needs a nudge, and who takes quiet pride in a well-organized calendar, we want to meet you. INCITE Consulting Solutions is hiring a Program Assistant to be the operational backbone underneath our Project Manager and our Subject Matter Experts. You will run the logistics, hold the details, and keep the team set up to do their best work. This is a real seat at INCITE, not a placeholder role, and we will invest in you.

Is This You?

You are calm, reliable, and meticulous. You enjoy a clean inbox and a well-built calendar. You notice when something is about to fall through a crack, and you catch it before it does. You are comfortable launching a Zoom webinar five minutes early and staying on to troubleshoot. You like being the person the team counts on. You are a self-starter who does not need to be told what to do next, because you have already thought about it. If that sounds like you, we would love to talk.

What You Will Own

- Scheduling and calendar coordination across INCITE's active engagements, including recurring client meetings, internal team meetings, and SME working sessions.
- Meeting logistics from end to end. Agendas out in advance, Zoom links and webinars set up and launched, notes captured, decisions documented, and follow-ups sent.
- Inbox triage and professional correspondence on behalf of the team, with a steady, polished tone that reflects INCITE well.
- Document management and version control across SharePoint, Google Drive, and project folders, so the team always knows where the current draft lives.
- Tracking of action items, deadlines, and open follow-ups across engagements, with a simple rhythm for surfacing what needs attention.
- Travel coordination for conferences, client site visits, and team gatherings, including flights, hotels, and day-of logistics.
- Support on funder and client reporting, including formatting, proofreading, and final assembly before deliverables go out the door.

- General operational support that keeps INCITE's projects humming, from expense tracking to vendor coordination to anything else the team needs.

What You Bring

- 1 to 3 years of experience in a program assistant, executive assistant, administrative, or coordinator role, ideally in healthcare, behavioral health, consulting, or nonprofit settings.
- A genuine strength in organizing people, documents, and time. You are the person friends and colleagues describe as "on top of it."
- Strong written communication, with a professional and warm tone in email and chat.
- Comfort running Zoom meetings and webinars, including launching, managing the room, and troubleshooting in the moment.
- Fluency with Microsoft 365 and Google Workspace, including calendar, email, shared drives, and collaborative documents.
- A self-starter mindset. You spot what needs doing and you do it, without waiting to be asked.
- Willingness to travel up to 10 percent.

Nice to Have

- Familiarity with CCBHCs, community behavioral health, or Medicaid-funded programs.
- Exposure to one of INCITE's service lines: Organizational Health and Workforce Development, Clinical Excellence and Trainings, Grant Services, or Strategic Planning and Advisory.
- Experience supporting grant-funded or funder-reporting work.
- Working knowledge of a project management tool such as Smartsheet, Asana, or MS Project.

To Apply

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We ask all candidates to provide a CV/resume, cover letter, and to engage with some of the assessments we leverage across our work. As part of your initial application for this role, we request that you complete a Predictive Index Behavioral Assessment which should take no more then 5-10 minutes of your time. This is to support us to get to know how you think and work.

To apply formally for the role please email the following to HR@inciteconsultingsolutions.com with the subject line "Program Assistant:"

1. Cover letter
2. CV or resume
3. Note stating that you have completed the Predictive Index Assessment

Only individuals who have a cover letter, resume/CV, and completed assessments will be considered. While we review applications on a rolling basis, candidates applying prior to Sept 16th will be prioritized.

Please be advised that the salary for this position will fall between $40,000 to $55,000.