

# PROJECT SUPPORT SPECIALIST

## POSITION DESCRIPTION

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The Project Support Specialist provides a wide range of support across the organization, with focus on aspects that contribute to successful projects: user support, data management, reporting, and administrative support.

## PRIMARY OBJECTIVES

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This position is a cross-departmental, internal- and external-facing member of the Operations team and reports to the Operations Manager. This position supports multiple projects and receives tasks from multiple sources, including internal and external collaborators.

- Provide friendly and efficient customer support, including meticulous follow-through and attention to detail
- Maintain program data, completing data compliance checklists, related tasks, and deliverables on time and with transparent communication
- Serve as conduit for transparency and accountability by regularly updating project and customer service information in Asana project management software
- Support project delivery through configuring online tools, providing administrative support, data cleaning, and other tasks

## MAJOR AREAS OF RESPONSIBILITY & SPECIFIC RESPONSIBILITIES

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1. Monitor and respond to user support communications including email, phone, Asana, and Slack.
  - a. Support and configure user accounts for managed Apex resources
  - b. Address support requests and update tickets in Asana
  - c. Assist with administrative upkeep of Apex's proprietary data system
2. Manage school-based health center data.
  - a. Collect data and correspond with SBHC sites to receive data

- b. Confirm and update data to upload to Apex Data Hub
  - c. Complete a monthly visit data compliance checklist
  - d. Perform regular data audits, internally and with site contacts
3. Provide administrative and technical project support for the evaluation team.
  - a. Build survey tools using online software
  - b. Schedule meetings with external partners
  - c. Maintain and organize files on Box file management platform
  - d. Complete data entry, proofreading, and formatting of documents
  - e. Utilize Asana to track progress and tasks

## SKILLS & COMPETENCIES

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- A strong desire to learn and adapt new skills
- Highly organized with the ability to determine priorities and workflow
- Strong customer service skills
- Written and verbal communication skills
- Strong ability to follow and maintain established procedures
- High attention to detail
- Ability to work independently and as part of a team
- Proficiency in Google Suite, Microsoft Excel, and Word
- Ability to learn and utilize new technologies

## EXPERIENCE

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Candidates should possess sufficient training to use the necessary software programs and execute the areas of responsibility and specific tasks listed above. This training would most likely come from a bachelor's degree in business administration or a related field, or it could come from stand-alone online courses and job experiences.

Candidates must have experience executing the areas of responsibility and specific tasks listed above. This experience can come from class assignments, volunteer opportunities, or on-the-job experiences. The ideal candidate will have experience executing these tasks in multiple projects or settings.

Candidates will be prescreened based on the following:

- United States residency
- Legally authorized to work in the United States
- No need for employment visa sponsorship (e.g. H-1B visa status)
- Willingness to undergo background check
- At least one year of experience performing administrative support

## CORE VALUES

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Our core values shape our approach to our colleagues and partners. These values are learning, collaboration, excellence, equity, innovation, and leadership. Apex employees are expected to practice kindness and optimism; curious intelligence; work ethic; empathy; self-awareness; and integrity. Systems thinking is a part of our culture, which approaches problems using distinctions, systems, relationships, and perspectives (DSRP). This method of thinking is central to the way we approach our work at Apex. Knowledge of systems thinking is not a prerequisite for hire, and employees will receive ongoing training in this method of problem-solving.

Apex Evaluation is an active Equal Employment Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All employment decisions shall be made without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, or genetics.

## COMPENSATION & BENEFITS

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- This full-time position pays of \$50,000 annually
- Apex practices a four-day, 32-hour work week as full-time status
- Apex is closed annually Dec 25 - Jan 1, offers eight paid holidays, and practices a Flexible Paid Time Off (PTO) policy.
- Up to 12 weeks of paid parental leave and 12 weeks of paid medical leave are available for eligible employees.
- Other benefits available after a 60-day wait period include enrollment in a Simple IRA retirement plan with up to 3% matching percentage contributions from the company, as well as health insurance options. Questions regarding benefits eligibility may be directed to [careers@apexeval.org](mailto:careers@apexeval.org).
- For more benefits and perks, check out our [Careers page](#).

## LOCATION

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Apex Evaluation is a fully remote organization based in Albuquerque, New Mexico. Candidates should be prepared to travel to New Mexico on an annual basis for two to four days to meet with members of the team. Travel expenses and lodging for employees will be covered by Apex.

Due to the nature of the work involving confidential information under HIPPA privacy and compliance regulations, the employee must reside and work in the United States and cannot perform work duties outside the US.

## CONTACT US

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For best consideration, complete the [Employment Application Form](#) by **August 24, 2025**. Please note that candidate volume may result in the application portal closing prior to the best consideration date. Questions about the role should be directed to [careers@apexeval.org](mailto:careers@apexeval.org).

Candidates should prepare to participate in two rounds of virtual interviews. Interviews will include the role's immediate supervisor as well as additional Apex staff. Interviews are currently slated for August and September 2025. After initial application, most candidates can expect a decision within a month on whether Apex will advance their candidacy to an interview. Decision time frames will be discussed in further detail during a candidate's first interview. Anticipated start is October 6, 2025.

Find us online at [apexeval.org](http://apexeval.org) and connect with us on [LinkedIn](#).