



Personnel Commission

JOB DESCRIPTION

PROGRAM SERVICES MANAGER

Reports to: Director, Partners in Education

Division: Partners in Education

Our ideal candidate

Ideally, you are an excellent communicator, both orally and in writing. You take initiative and have a big-picture approach, always looking for ways to foster collaboration. You can work effectively with a variety of people in varying roles, and earn the trust of those around you through a thoughtful approach to difficult decision-making. You are diplomatic and professional and lead by example, working to support your team members while pushing them to excel. You take your responsibilities seriously and can be trusted to follow through on program plans, goals, and tasks. You are extremely organized, flexible, and cool under pressure.

General description

Responsible for providing direct support to the executive director in carrying out organization goals and special projects. This will entail managing Partners in Education programming, including the Countywide Volunteer Program, the Paid Student Internship Program, and Computers for Families, creating cohesive messaging and clear objectives for the programs, and crafting strategies to reach those goals.

Specific duties and responsibilities

- Support the executive director and organizational objectives
- Work with executive director to set goals and create strategies to achieve them
- Act as organization representative, carrying out pre-determined initiatives and messages, and representing the program at volunteer and community events
- Act as trusted advisor on decisions regarding topics that vary in levels of importance and confidentiality
- Create regular reports for use in grants, presentations, board meetings and staff meetings; support grant writing and submissions
- Lead small-scale fundraising for individual programs, while also supporting organization-wide fundraising efforts
- Act as countywide liaison between business and education communities, while interacting with people of different roles and backgrounds
- Continually improve program operations and systems, act as project manager for projects as assigned
- Supervise and develop program staff and support them in achieving goals



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- Develop and maintain efficient systems for tracking program data. Prepare clear and helpful documents that represent the program and its mission
- Oversee volunteer and student data collection through an internally managed database; enforce data collection protocols
- Hold regular one-on-one meetings with staff, tracking goals and providing clear feedback; provide professional growth opportunities for staff and hold staff accountable for goals and objectives
- Coordinate and facilitate a variety of meetings, including those for committees, task forces, and staff members
- Develop and lead internal volunteer support programs and regularly implement improvements
- Support staff directly supervising volunteers and interns
- Maintain partnerships with other agencies and service providers countywide including volunteer screening sites at clinics and police departments
- Lead large-scale event planning
- Maintain program web pages
- Create marketing materials including videos, brochures, flyers, and social media posts
- Continually improve program operations and systems
- Other duties as assigned

Requirements

Education: The position requires a college degree in a related or applicable field

Experience: Five years of relevant experience and responsibilities

Knowledge and skills:

- SBCEO organization operations, goals, and services
- Educational systems and working with educators
- Record-keeping techniques
- Telephone techniques and etiquette
- Challenges that low-income populations face
- Child labor laws
- Protocols and best practices for collecting and storing student, volunteer, and donor data
- Nonprofit management
- Fundraising strategies
- Social media
- Working analytical skills and ability to solve issues without a clear solution



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- Excellent oral and written communication skills
- Excellent interpersonal and customer service skills, using tact, patience and courtesy

Abilities

- Deal with people at all levels
- Work with members of the community and earn their trust and respect
- Solve problems, knowing that a one-size-fits-all approach will not work
- Organize and maintain reports
- Maintain a website
- Maintain effective working relationships with co-workers, management, volunteers, and members of the community
- Communicate effectively orally and in writing
- Work independently and within a team environment
- Work confidentially and with discretion

Licenses and certificates

Valid California driver's license, safe driving record, and insurance coverage as required by law

Working conditions

Work is performed indoors in a typical modern office environment with minimal exposure to health and safety considerations

Management salary range 13

Approved by the Personnel Commission:

July 28, 2016