JOB TITLE: Program Manager

FUNCTIONAL AREA: Administration

REPORTS TO: Chief eXperience Officer

GRADE: Full time - Exempt

SALARY: DOE

POSITION SUMMARY:

The Program Manager is responsible for all programmatic areas in the service area assigned. This includes assuring all contractual deliverables and requirements are fully completed in a professional and timely manner, effectively communicates with project officers, provides daily financial approval and oversight, writes quarterly and other reports as required and supervises subordinate staff. The Program Manager reports to the Chief Experience Officer and works closely with/is responsive to the CEO. S/he will be a team member and partner with senior leadership to collectively develop and implement key strategies across the organization. The Program Manager administers funding compliance as described in pre-approved project plans. S/he must be able to adapt to a continually evolving environment and thrive in a deadline-oriented workplace.

MAJOR FUNCTIONS:

Management

- Oversee planning to ensure planned activities will present the stated outcomes of the project
- Oversee project needs including project funding, staffing, professional development and support activity
- Assure all organization financial, travel, human resources and policies are adhered to appropriately and in a timely manner
- Develop and utilize forward-looking programs and program improvement systems to create strong, long-lasting projects for the Center
- Provide input into improving agency operations and business plans as requested
- Provide staff with excellent, high level supervision skills
- Monitor and approve budget requests by program staff, following all organizational and funding policies
- Oversee all data entry, assuring consistency in data as required in the service area
- Oversee all evaluation processes, assuring all steps are implemented as prescribed
- Provide compiled data and necessary information for proposal writing
- Provide input on policy development as a member of the management team
- Serve as a member of the program management team, meeting weekly for coordination
• Serve as a strong team member to collaborate in developing short-, medium-, and long-term plans
• Represent the company at meetings and to partners as necessary
• Remain up to date on effective practices in the field of the service area, including knowledge on state and federal law regarding nonprofit operations
• Ensure implementation of funding and project plans occur with strong attention to detail, timeliness, accuracy, and usefulness for management reporting for federal and state funders, foundations, and board of directors
• Prepare documents for reporting both for a monthly, quarterly and annual system
• Coordinate all service area activities and as agency liaison for project evaluators
• Review evaluation and service area results to implement a continual program improvement model to restructure when necessary to constantly be leading towards high level positive outcomes
• Provide strategic and technical planning to meet the organization’s objectives.
• Other duties as assigned

MINIMUM QUALIFICATIONS:

• Master’s Degree in Education preferred, plus four years of high-level management experience or any equivalent combination of degree plus experience
• Demonstrated experience in a senior management role, working closely with executive staff, resulting in the development and implementation of creative effective organizational and programmatic strategies
• Significant experience in or knowledge of non-profit programs and systems including sophisticated fund, compliance, and reporting
• Excellent supervisory and team member motivation skills
• Demonstrated leadership ability, team management, and interpersonal skills
• Excellent analytical and abstract reasoning skills, plus excellent organization skills.
• Excellent communication skills – written and oral
• Strong experience working with the American Indian population
• Demonstration of excellent MS Office skills
• Knowledge of evidence-based practices effective in developing college and career ready high school youth to include educational learning theory and service to high risk youth

WORK EXPERIENCE/SKILLS REQUIREMENT:

The Program Manager will be a seasoned and mature leader with at least four years’ management experience, ideally organized around managing several projects and fund sources simultaneously, providing skilled project management tasks including staff supervisions, planning and managing objectives in a results-oriented environment. This experience should also include strong knowledge of program evaluation, use of data for program improvement and internal processes resulting in an actionable recommendation to senior leadership. S/he will ideally have experience creating strong programming and processes for a complex nonprofit
with multiple funding sources including government (federal and state contracts), foundation and an affiliates structure with diverse program areas.

**PREFERENCE:**

In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference a copy of tribal affiliation must be submitted with a full application packet. A full application packet consists of letter of application, resume and supplemental information form.

**Note - All staff requirement:**

- Must have or able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card within 90 days
- Dependable transportation, valid driver’s license, and automobile insurance coverage in compliance with Center requirements