



## **Program Manager**

Status: Exempt

### **Position Description:**

The Urban League of Central Carolinas prides itself on delivering efficient and effective solutions across a wide range of sectors in the community in collaboration with industry partners. Our success is largely dependent on the stellar ability of the program management team. We are seeking professional to assist in the following programmatic areas:

- Workforce Training/Adult Education
- Health and/or Health Equity
- Education and Youth
- Housing
- Alternatives to Violence and Reentry
- Justice/Advocacy and Community Organizing
- Entrepreneurship
- Social Services and Resources

We are currently searching for experienced **Program Managers** to join our ranks. The ideal candidate will have a sharp business mind and proven ability to strategize and implement high-level program initiatives. As a natural leader, this person should have strong talent for project coordination and execution. Ultimately, the **Program Manager** should be motivated by a desire to optimize productivity and nurture program success from inception to completion.

### **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Strategize, implement, and maintain program initiatives that adhere to organizational objectives.
- Develop program assessment protocols for evaluation and improvement.
- Maintain organizational standards of satisfaction, quality, and performance.
- Oversee multiple projects, ensuring program goals are reached.
- Manage budgets for maximum productivity.
- Maintain detailed narrative, records/databases on program activities
- Assist with developing, monitoring, and reporting on program outputs and outcomes via weekly and/or monthly reports
- Work closely with project sponsor, cross-functional teams, and assigned project leaders to develop the scope, deliverables, required resources, work plan, budget, to stand up new initiatives.
- Develop and manage budget for projects and be accountable for delivering against established business goals/objectives.
- Work with other program managers to identify risks and opportunities across multiple projects within the department.



- Analyze, evaluate, and overcome program risks, and produce program reports for managers and stakeholders.

### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Bachelor's degree required, plus 5 years of experience in a similar role.
- Exceptional skills in time management, project execution, and organization
- Experience in managing stakeholders and volunteers
- Strong working knowledge of Microsoft Suites (excel, word, etc.) and CRM software
- Strong communication and writing skills

### **QUALIFICATIONS:**

We are looking for enthusiastic, positive, and driven candidates that have strong interpersonal, communication, and writing skills, as well as reliable computer and social media skills. Candidates who are critical thinkers, possess a keen sense of attention-to-detail, and meet deadlines will excel in this role. We seek an individual who is not afraid to think outside of the box, are self-motivated, organized, and enact ideas quickly and responsibly.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to build rapport with community, clients and other stakeholder groups
- Experience developing and implementing community, continuing education, and/or workforce development programs
- Experience implementing neighborhood-level community engagement strategies
- Project management experience with multi-faceted projects resulting in measurable successes
- Experience in a high-performance, collaborative, constructive peer group
- Excellent verbal and written communication skills
- Attention to detail
- Ability to work in fast-paced environments and in balancing competing priorities
- Able to work evenings and weekends, as needed
- Personal qualities of integrity, credibility, accountability and a commitment to and passion for ULCC's mission
- Intermediate to Advanced technical skill, high level proficiency in Microsoft Word, Excel, Power Point, and Outlook.
- CRM or grants management a plus
- Experience managing government grants a plus

### **OTHER QUALIFICATIONS**



- Valid Driver's License, car insurance and reliable transportation.
- Limited travel may be necessary.

### **COMPETENCIES:**

- **Mission Minded:** An advocate for community, clients and stakeholders. Leads a culture of volunteerism ensuring engagement, inclusion, and ownership. Communicates to engage and inspire people within and outside the ULCC.
- **Collaboration:** Initiates the development of relationships with influential leaders to impact and strengthen the organization's ability to support community needs. Is a community leader who can navigate political and social settings. Enjoys working in team environment and supportive of teammates.
- **Operational Effectiveness:** Possesses strong insight with strategic and critical thinking skills. Invest resources in thoughtful and innovative ways. Determines benchmarks and ensures appropriate leadership to meet objectives.
- **Action Oriented:** Ability to effectively manage complex projects and thrive in a fast-paced environment. Is action oriented, self-driven and requires little oversight. Positive attitude that recognizes the need to react quickly to critical situations. Any other duties as deemed necessary for the successful implementation of this job.

### **COMPENSATION:**

Salary and eligible incentive structure based on individual and organizational performance metrics.

Benefits include:

- 401(k)
- Health insurance
- Paid time off

If interested, submit cover letter (no more than 2 pages) highlighting what experience or skills you have that compliment this role, and a resume to [careers@urbanleaguecc.org](mailto:careers@urbanleaguecc.org).

*The statements contained herein reflect the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.*

*The ULCC's policy is to provide equal opportunity in all terms, conditions, and privileges of employment for all qualified applicants and employees without regard to race, color, creed, religion, national origin, sex, age, marital status, disability or veteran status.*