1/30/2023

Program Manager Job Description

GENERAL SUMMARY – The Program Manager is responsible for the development and administration of Christine Center programs, including planning, organizing, staffing, leading, communicating with the presenters and participants, and coordinating all program activities. The responsibilities require a high degree of professionalism to multi-task, prioritize, and ensure the satisfaction of presenters, participants, and team members. This middle management exempt position reports to the Executive Director and provides an opportunity to play a significant role in fulfilling our mission of offering contemplative support to persons of all spiritual paths while working closely with other Leadership Team members and the Program Committee of the Board. In addition to primary position responsibilities, members of the Leadership team collaborate to develop interdepartmental process and to ensure the mission, vision, and values are integrated within each department and the community/workplace environment

RESPONSIBILITIES –

- Plan the delivery of programs and related activities (both on campus and on-line) in accordance with the mission and goals of the organization, both short and long term.
- Develop a network of connections to monitor and maintain knowledge of the field of spiritual development, practices, and trends to keep the Center's programs relevant, innovative, and broad in scope.
- Communicate trends and opportunities with the Program Committee, and the Board – as appropriate.
- Develop and maintain a strong network of presenters, building relationships to ensure satisfaction for all, and develop long term commitments – providing timely communication of any changes in policy, pricing, etc.
- Research, contact, and vet speakers for workshops and on-going training programs, in collaboration with the Program Committee. This includes the gathering and recording of information and determining the appropriate fee schedule and contract specifications.
- Verify credentials of potential presenters including reference checks, website reviews, background checks, applicable licensing, certification, and insurance.
- Gather and record appropriate written and visual information from program presenters – to develop marketing strategies in collaboration with the Marketing Manager.

- Provide contracted presenters with on-going communication including participant data, housing, and other relevant information.
- Collaborate with Leadership Team to develop and coordinate special workshops, events, or promotions in support of the mission. These include, Art Studio programs, fund-raising and volunteer events, etc.
- Coordinate presenter requirements with appropriate team members such as room set up, technology, art center scheduling, use of fire pit, etc.
- Communicate with the Operations Manager to ensure efficient registration and other hospitality concerns.
- Maintain the master workshop and event calendar.
- Develop forms, records, and reports to document program related activities.
- Negotiate contracts with presenters according to the procedures and policies of the organization. Deviations from established policy or procedure require approval by the Executive Director.
- Develop and maintain a process with bookkeeping to report workshop~~s,~~ participant numbers and revenue generated, along with net profit to the Executive Director, Program Committee, and Board.
- Collaborate with Executive Director and Finance Committee in developing the annual budget and establishing the program plans to meet the strategic and revenue goals.
- Participate in onsite rotation for coverage of weekend events including afterhours emergency contact; and to provide retreat welcome and closing announcements to participants.

QUALIFICATIONS –

The requirements listed below are representative of the knowledge, skill set and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the necessary position functions. This individual will make day-to-day decisions within the context of the approved annual budget, and policies, practices, and procedures of the organization. Exceptions and decisions outside of the current policies and operating standards are discussed with the Executive Director.

Personal Characteristics:

- Ability to manage problem solving including conflict resolution with respect for the individuals involved, maintaining confidentiality, and in a timely manner.
- Demonstrated ability to maintain and foster an environment of hospitality for guests, visitors, facilitators, and other employees.

- Experience with, and willingness to assess and implement changes in procedures and process as opportunities are identified.

Education and experience:

- Requires post-secondary education/degree in related field
- Demonstrated success researching, developing, launching, and evaluating programs.
- Experience in public speaking and workshop presentations.
- Professionally has demonstrated decision making driven by values.
- Understanding of basic business finance principles including budgeting and profit/loss calculations, developing reports to report progress toward goals.
- Evidence of excellent verbal and written communication skills in a wide range of situations (e.g., policies and procedures, presenter contacts, marketing information, workshop introductions).

Other Knowledge, skills, and abilities:

- Demonstrated ability to organize complex projects with exceptional attention to details requiring significant coordination with other Administrative Team Members.
- Proficiency in the use of Microsoft 365 (word processing, spreadsheets, databases).
- Proficient with general office equipment (i.e., computers, fax machines, copiers, phones).
- Comfortable with the use of a wide variety of presentation technologies.

WORKING CONDITIONS -

Physical Demands

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. The person is occasionally required to stand, walk, climb, balance, stoop, kneel, or crouch. The person must occasionally lift and/or move up to 25 pounds

Work Environment

This position is a part of the "exempt" middle management leadership team requiring collaboration and coordination with the Managers of Operation, IT and Marketing, and the Executive Director with an office on campus. As noted in "Responsibilities" – flexibility in hours of work; ability to be available for weekend rotation including on call for emergencies is critical.

ACCOUNTABILITY

The person in this position is directly accountable to the Executive Director and is a critical part of the Leadership Team, collaborating with all the above including the Program Committee of the Board of Directors.

DISCLAIMER CLAUSE

The above statements are intended to describe the general nature and level of work required of the job. They are not meant to be an exhaustive list of all responsibilities, duties and skills required,

APPROVED BY: _____ _____

(**Christine Center Representative)** Date

RECEIVED BY: _____ _____

Date

(**Applicant)**