

young | leaders | council

TRAINING TOMORROW'S LEADERS

Updated: 4.18.22

Program Manager Job Description

Summary

Young Leaders Council (YLC) is currently seeking to hire a full-time program manager to join our small, creative, and passionate team. The program manager will be responsible for overseeing the day-to-day responsibilities associated with external program communications, logistics related to facilitating program trainings; board internship placement for program participants; program related events; and community outreach on behalf of the organization.

About Young Leaders Council

Founded in 1985, Young Leaders Council's mission is to train diverse, committed individuals to effectively participate on the boards of nonprofit organizations and make a difference in the community by continuously replenishing the volunteer leadership base.

YLC's programming consists of a series of eleven interactive training sessions, which address fundamental board leadership skills. Training sessions are offered through five cohorts hosted throughout the year (three in the spring and two in the fall). Each session is facilitated by an industry expert and focuses on ensuring that our students build essential board leadership skills and obtain the knowledge deemed crucial for success as a nonprofit leader. The training is followed by the completion of a one-year, non-voting board internship with a nonprofit community organization.

Position Responsibilities

The Program Manager is a full-time position with a commitment of 32.5 hours per week. This role is an integral part of the YLC team and is responsible for overseeing the day-to-day responsibilities associated with external program communications, logistics related to facilitating program trainings; board internship placement for program participants; program related events; and community outreach on behalf of the organization. The work environment for this position is flexible and will include a hybrid option of in-person and remote work as deemed appropriate and in accordance with the needs of the organization. Attendance at all YLC in-person and virtual trainings and events is required unless otherwise discussed and approved. Occasionally work may be required outside of standard operating hours. The ideal person for this role is detail oriented, solutions and customer focused, highly dependable, extremely organized, technologically savvy, creative, a confident and exceptional communicator (written and verbal), and someone with a strong desire to grow with the organization.

Specific duties include:

- Provide support in promoting YLC programs to ensure a robust participant pipeline and maximum exposure for the organization. Track and identify opportunities to effectively and appropriately promote the program to ensure admissions goals are achieved.
- Develop and manage training schedules – including logistics related, but not limited to, class locations; instructor assignments and information updates; nonprofit tour; and mock board meetings; etc.
- Create supporting documents for classes, prepare online files, and coordinate dissemination of necessary class information prior to and throughout the semester.

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- Oversee the student internship placement process (from start to completion) with support from appropriate team members.
- Manage the student payment process and ensure timely collection of payments and supporting documents required for each participant.
- Provide timely follow-up information and responses to communication from students, alumni, and nonprofit partners including, but not limited to answering emails and phone calls.
- Work with the appropriate team member to manage social media posts, grow organization's audience and outreach, and ensure that YLC stays up to date on best social media and digital marketing practices, top trends, and communication protocols.
- Serve as a representative for YLC at all relevant community events and activities.
- Ensure proper website updates (copy, event dates, application links, etc.) and make recommendations for improvements.
- Think strategically and plan effectively for programs and events for YLC students and prospective students.
- Manage event registration and database using the proper event registration platform.
- Ensure appropriate, cohesive branding and messaging for all communication to YLC students, alumni and community partners.
- Prepare regular reports related to program participation, student engagement initiatives, and training session feedback to the Executive Director and the YLC Board of Directors as requested.
- Other programmatic, communications, events and administrative requirements as needed.

Qualifications:

- A bachelor's degree is required, preferable in the field of marketing, communications, business administration, journalism, or similar field. Experience managing programs preferred.
- Exceptional written and oral communication skills with a creative, keen eye for detail.
- Experience utilizing Canva, or similar design platforms, a plus.
- Be a self-starter with a tremendous ability to manage multiple projects simultaneously. Must have excellent time management and organization skills and be able to work at a high capacity.
- Must be proficient in social media platforms such as Facebook, LinkedIn, and Instagram. Experience in WordPress is a plus but is not required.
- Experience with donor database systems, Microsoft 365, PowerPoint, Excel, Constant Contact or similar systems, and cloud-based applications such as Google Drive, Dropbox, etc.
- Strong attention to detail and editing skills. Requires a communication and writing style that is professional.
- Efficient problem solver with the ability to pivot accordingly and make, effective sound decisions.

Compensation

This is a full-time exempt position requiring a minimum of 32.5 hours of work time per week based on the needs of the organization. Compensation for this position typically ranges between \$38,000 - \$42,000 and

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will be determined based on education and experience. Young Leaders Council has a flexible working environment, which may occasionally require work to be performed outside of normal operating hours.

How to Apply

For full consideration, please email a PDF version of your cover letter, resume, and three professional references to kim@youngleaderscouncil.org. Please be sure to include the person's email, phone number, company, title, and nature of your affiliation with each reference. References will not be contacted without prior approval.

Please send your information using "YLC Program Manager" in the email subject line. Submissions that are incomplete or sent by other means, will not be considered. Phone calls are not recommended. Only applicants selected for consideration will be contacted. Applications are accepted until the position is filled. All correspondence is confidential. Background check required.

Culture & Commitment to Diversity, Equity & Inclusion

Young Leaders Council is committed to creating a workplace culture that celebrates each employee's differences and creates space for individuals to apply their unique skills and abilities in a way that feeds their overall professional and personal goals. We foster a collaborative and supportive environment focused on excellence in our programming and service to our students, volunteers, and the community.

Young Leaders Council is an equal opportunity employer. Applicants are considered for all roles without regard to race, color, religion, gender, pregnancy, national origin, ancestry, age, marital status, veteran status, disability, sexual orientation, genetic information, or any other legally protected characteristic or status.