

Job Description

Position: Manager, Program Services (PS) Department

Summary: The Program Services Manager (Level II) will supervise staff in the PS department, monitor and manage projects and client relations, generate new business, and work closely with other managers from the Leadership Team on strategic priorities for ACET. The Manager reports directly to the President of ACET.

Essential Duties and Responsibilities: The Manager will be responsible for the following tasks:

Role as a supervisor for PS department

- Build staff capacity through effective coaching and support strategies;
- Identify potential barriers and create implementation solutions for department staff;
- Conduct monthly check ins with department staff;
- Identify staffing needs and hire for department staff; and
- Conduct annual reviews and develop performance improvement plans with the Leadership Team.

Role for client relations for PS services

- Lead projects or determine assignment of department staff on projects accordingly;
- Monitor overall project progress, engaging in client relations and satisfaction;
- Develop work plans and budgets for current projects and potential proposals;
- Ensure deliverables are met with clients by all department staff;
- Review tasks to ensure that deliverables are tailored to the needs of clients and communities served; and
- Network effectively with other organizations to build partnerships and potential projects through business outreach.

Role in Leadership Team

- Develop and execute processes to improve internal and external organization workflows;
- Serve in leadership capacity to ensure successful implementation of strategic initiatives;
- Provide input to other managers from the Leadership Team; and
- Make presentations to the advisory board.

Minimum Qualifications: This position requires a minimum of a bachelor's degree with a minimum of 10 years of employment experience in program service development, delivery, and outreach with minimum of 5 years of experience in leadership capacity either in administration or management and with success supervising staff and securing funding/grants; Working knowledge of Google Products (Docs, Sheets, Slides, etc.) and technology applications; Capable of independent travel with valid driver's license and insurance; Utilization of network systems, time and project tracking systems. Strong verbal, written, and interpersonal skills; and strong organizational and documentation skills that meet professional practices.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.