

Job Title: Program Manager
Job Category: Social Services
Primary Location: Los Angeles 90011
Department: Business Source Center (BSC)
Reports To: Program Director
Direct Reports: Yes
Seniority Level: Mid-Career
FLSA Status: Exempt
Job Type: Full Time
Travel: No

POSITION SUMMARY

Under the direction of the Business Source Center Program Director, the Program Manager will support a growing Business Source Center team. The Program Manager's primary responsibilities are to manage the day-to-day operations and facilities which involve implementing Los Angeles Business Source Center activity and contracts, interfacing with subcontractors, managing program content and initiatives, case management, and relationships in the community. Measures and documents the implementation status of any LABSC initiatives to ensure Program services and grant requirements are fulfilled. Responsible for assigning goals and benchmarks for each staff position and ensuring that all members of staff understand their responsibilities and have the training and material support they need.

The Program Manager organizes programs and activities and manages a team of Business Coaches in the day-to-day operations of the Business Source Center to ensure it meets its stated goals. The Program Manager will assign goals and benchmarks for each staff position and ensure that all members of staff understand their responsibilities and have the training and material support they need.

Regular interaction with their Program Director is expected to provide program updates and report on the program status. The Program Manager is responsible for serving a small caseload of clients to share the workload and to ensure that he/she understands how CRCD serves customers as he/she promotes the program and builds partnerships.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Collaborating with the Director and other members of the program team to implement and improve departmental needs

2. Develop and implement workplans and support the implementation of policies and procedures to ensure successful program delivery and contract performance.
3. Support and coordinate strategic priorities and goals established in CRCD's 5-year strategic plan.
4. Collaborate with the marketing and communications team to share our program success and strategic marketing
5. Meeting quantitative program growth goals
6. Ensuring goals are met including customer satisfaction, safety, quality, and team member performance.
7. Supervise and support Business Counselors and Specialists with a diverse array of talents and responsibilities.
8. Directs and monitors Center staffing, including candidate selection, training, career development, performance assessment, workload planning, recognition, salary actions and disciplinary actions.
9. Manage a small caseload of Microenterprises and Small Businesses (less than 20)
10. Train staff and interns to provide high-quality services and effective outreach
11. Identify needs and lead the development of new tools and materials (ie. business plan template, flyer design, etc.)
12. Work closely with CRCD's Learning & Evaluation Team to monitor data integrity, track progress towards performance targets, and analyze data to inform program design and delivery.
13. Promote a positive, collaborative work environment and culture of accountability.
14. Ensure all clients paperwork and data collection is complete, timely, accurate, and current in agency records and electronic database.
15. Ensure data entry and maintenance of program-required data systems are complete, timely, and accurate.
16. Define, document, implement, and track program-specific policies, procedures, standards, and metrics
17. Develop and plan strategically for future programmatic and service needs and community partnerships.
18. Uphold CRCD's Mission/Vision and 5 Year Strategic Plan.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in a related field or 5 years of equivalent experience.
2. 3-5 years of Business Services work experience
3. Able to learn quickly and work effectively with a wide range of communities and with minimal supervision.

4. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries.
5. Demonstrated ability to work on multiple projects simultaneously and to meet deadlines.
6. A high degree of personal and professional integrity: a strong role model for youth
7. Experience developing one-on-one relationships with youth of different backgrounds and abilities
8. Comfortable in a fast-paced, changing environment
9. Excellent interpersonal, listening, written and verbal communication skills
10. Exceptional attention to detail
11. An ability to network and build alliances
12. Willingness to travel to schools, businesses, and partner organizations in South Los Angeles and the LA region.
13. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.
14. 2+ years of supervision experience (Preferably in non-profit and human services)
15. Must display professional and appropriate email etiquette
16. Must display the ability to facilitate small and large groups
17. Proficient in Microsoft Office (Excel, Word, Power Point)
18. Proficient written and oral communication skills
19. Bilingual in English/Spanish preferred
20. Ability to work on weekends.

WORK ENVIRONMENT

1. On occasion walk or drive to different local sites throughout the day
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment
4. May necessitate working in busy and loud environments
5. May be exposed to elements like cold, heat, dust, noise, and odor
6. May participate in training and staff development that requires local and out of state travel
7. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
8. Must be available on call for emergency crisis situations with the ability to respond after work hours as needed for emergencies.
9. This is not a work-from-home position



Program Manager Job Description

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

1. Encompass a “do whatever it takes approach” to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*

BENEFITS

- Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 80% employee paid and 60% dependent paid medical
- 401K eligibility to participate from day one and up to 3% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance
- 13 Paid Holidays

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.

All candidates are subject to a criminal history check and meet CRCD’s criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193.

ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

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