



PONTIAC

COMMUNITY FOUNDATION

Building a Brighter Future for Pontiac

Program Operations Manager

April 2022

The Position:

Pontiac Community Foundation is an independent 501(c)3 organization dedicated to building a brighter future for Pontiac by engaging philanthropy, leadership, and collaboration to tackle Pontiac's most pressing issues. PCF's most effective work accomplishes neighborhood investment, economic vitality, civic engagement, and racial equity initiatives, that help improve the quality of life for Pontiac residents and make the city of Pontiac the premier place to live, work, and play.

The Program Operations Manager serves as a key partner in the day-to-day operations of PCF's programming across all focus areas, with a critical focus on its Economic Vitality and Neighborhood Investment priorities. Specific programming functions, overseen by the Program Operations Manager, will be decided jointly based on organizational need. Current programming for this position includes our Center for Pontiac Entrepreneurship, Neighborhood Investment Collaborative, Mattie McKinney Hatchett Park Redevelopment, and others.

The Program Operations Manager will manage the day-to-day operations of the organization's programming, including partner support, logistics, report tracking, CRM support, and other needs. The Program Operations Manager will support the Vice President of Programs in developing the long-term strategies and annual work plans of its programming including building relationships with partners, assisting with grants by program, etc. The person in this position reports directly to the Vice President of Programs. This individual will ensure the successful implementation and execution of programming, including developing policies and procedures, developing effective workflows and tracking systems for program metrics, and working with partners.

The Program Operations Manager will be highly organized and able to prioritize and manage multiple and varied projects; have strong administrative, organizational, and communication skills; develop and maintain positive interpersonal relations with all levels of staff, board of directors, committee members, and outside contacts; exercise a high degree of integrity while managing highly sensitive and confidential information. The Program Operations Manager will have a bachelor's degree and/or 3+ years of equivalent work experience.

Position Responsibilities:

- Manage the day-to-day operations of the organization including programming, partner support, report tracking, CRM support, etc.
- Serve as a key leader regarding project management and logistics support of PCF programming, including event planning, project timelines, reporting, etc. Ensure all aspects of projects are met including scope of work, deliverables, and timeframes by developing and maintaining workplans.
- Develop, enforce, and improve established processes, standards, workflows, and operating practices across program areas to successfully execute on program goals and outcomes.
- Support strategy, design, implementation, and adaptation of programming, including development of policies and procedures, start-up of new programming, managing collaborative work, etc.
- Integrate systems of evaluation and learning into programming to allow for data-driven decision-making, tracking of program metrics, and analyzing program trends. Support team members in adopting measurement, evaluation, and data collection practices and tracking performance.
- Support program marketing initiatives including the development of promotional materials, website needs, newsletters to program participants, and other communications tools.
- Manage collaboration with partners, contractors, agencies, collaborators, and subject matter experts in each respective program to ensure programmatic success and outcomes achieved.
- Support the development of program grant opportunities and budgeting needs, including assisting leadership team with program-related budget development, budget tracking, etc.
- Participate in and represent organization at local convenings, events, planning sessions, and working groups related to programming areas.
- Support key administrative functions including developing trainings, preparing agendas and minutes, compiling information for reports, ordering supplies, etc.
- Participate in board and staff meetings, including Program Committee.
- Assist with other programmatic projects as assigned by the Vice President of Programs and CEO.

Skills and Qualifications:

- A bachelor's degree and/or 3+ years of equivalent work experience.
- Experience running day-to-day operations or program management at nonprofit preferred.
- Strong project management and analytical skills are desired for this position. Demonstrated strategic planning, organization, and coordination skills.
- Must embrace the mission of Pontiac Community Foundation.
- Superb written, verbal, and interpersonal skills, particularly working effectively with external partners in a collaborative manner.
- Competent in G-Suite, Microsoft Office, CRM software, and related platforms.
- Self-directed and able to work independently with remote supervision.
- Highly organized and able to prioritize and manage multiple varied projects; specificity to detail, protocols, and professionalism, including highest level of discretion with confidential information.
- Display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense, and good listening ability.
- Experience with community/economic development and/or small business support preferred.
- Ability to work outside standard hours as needed, including occasional evenings and weekends.

Compensation, Benefits, and Terms:

- Full-time salaried position with pay starting at \$50,000 with range based on experience.
- Benefits package, including 100% premium paid for medical, dental, and vision coverage.
- 100% of pre-approved work-related expenses to be paid or reimbursed.
- Unlimited pre-approved paid vacation.
- Option to work remotely, with designated "in-office" days.