



Program Manager Job Description

Reports To: The Program Manager reports to the Executive Director.

Job Overview

The program manager is responsible for program operations and is the primary point of contact for program participants, teaching artists/instructors, parents, and community partners. Success in this position is evidenced by smooth-running programs with participants who have a positive experience. This role directly supports the organization's mission and enables the Executive Director to focus on curriculum development, strategic partnerships, and community building.

Responsibilities and Duties include:

- Represent NECS, its mission, and values warmly, sincerely, and professionally.
- Coordinate with the Executive Director and teaching artists/instructors to develop and plan programs.
- Supervise teaching artists and coordinate professional development opportunities.
- Facilitate professional development workshops.
- Maintain and manage NECS' program calendar, ensuring timelines are followed and tasks are completed on schedule.
- Document program processes and procedures, including program planners, attendance records, and outcome survey results.
- Review program registration records to ensure payments are made on time.
- Verify and update attendance lists for teaching artists/instructors.
- Review and approve teaching artist invoices, ensuring accuracy and proper coding before submission for payroll.
- Provide confidential health and welfare alerts to teaching artists/instructors as necessary.
- Develop, distribute, and collect pre- and post-program outcome surveys; analyze results to improve programs.
- Lead, assist, or instruct programs as needed, particularly when understaffed.
- Oversee program marketing and community outreach efforts.
- Support fundraising events and assist with grant writing for program-related activities.
- Collaborate with the Executive Director on program budget development and ensure programs remain within budget.
- Approve and manage the purchase of program supplies and equipment.
- Follow proper cash handling procedures for cash or checks received and disbursed.
- Address or forward any concerns or suggestions from program participants, parents, and TAs for resolution.
- Evaluate and assess NECS programming, identifying strengths, weaknesses, and areas for improvement.

Qualifications and Other Skills:

- Bachelor's degree (preferred, but not required with commensurate experience)
- Experience in the arts, education, and community development
- A strong connection to the values and mission of the organization
- Self-motivation, adaptability, and the ability to plan ahead



Program Manager Job Description

- Interpersonal skills, including excellent written and verbal communication
- Organizational skills and attention to detail
- Administrative and clerical skills, including proficiency with social media
- Comfort with Google Workspace, particularly Google Drive, Docs, and Sheets
- Bilingual Spanish/English preferred but not required

Job Classification:

Full-Time Salaried with Benefits
In Person

Pay Range: 60,000 - 63,000