



of Metropolitan Dallas

Position Title: Program Manager

Category/FLSA Status: Full-time, Exempt

Supervisor: AVP of Program Services

Direct Reports: Program Facilitators

Position Summary

The Program Manager will develop strong foundational knowledge of all program operations within assigned portfolio of programs and will focus on leadership and management, ensuring fidelity to the Girls Inc. Experience and adherence to program budgets. The Program Manager will supervise Program Facilitators within assigned portfolio of programs and serve as the liaison for external partners and volunteers. The Program Manager ensures the entire team delivers high-quality, impactful programs, helping girls to achieve their full potential and grow up healthy, educated, and independent.

Primary Responsibilities and Duties

Program Implementation

- Develop program recruitment plans in collaboration with program leadership, and ensure successful implementation of recruitment strategies
- Achieve program enrollment targets, and report enrollment metrics on a regular basis
- Utilize the Girls Inc. Experience to oversee planning and facilitation of assigned programs
- Manage program planning projects and support the development of high-quality lesson plans
- Monitor program implementation to ensure success, and recommend program improvements
- Create a pro-girl learning environment that is safe, challenging, and engaging
- Create positive relationships with girls, parents, and partners, ensuring high levels of satisfaction
- Coordinate with leadership team to staff special events and programs
- Ensure necessary program data is collected to support grant outcomes and impact; participate in site evaluation visits as related to grant requests
- Implement and oversee meaningful volunteer engagements for corporate partners
- Represent Girls Inc. at community events to build awareness of mission and programs
- Keep abreast of trends in youth development, specifically girls' and women's issues, to strengthen knowledge and support programming efforts
- Responsible for achieving desired impact, as evidenced by quantitative and qualitative outcomes measurement and continuous program improvement

Management and Supervision

- Provide training and development to develop and retain high-performing team members, empowering them to elevate their level of responsibility
- Provide regular feedback and conduct program observations and performance appraisals to develop, guide, and support staff in achieving success in their job function
- Guide and monitor staff and volunteer performance by conducting weekly staff meetings to address issues and concerns and maintain positive collaboration amongst the team
- Maintain staff records to ensure accurate record-keeping and limit liability to the organization

Administrative

- Ensure compliance of all safety and program quality standards
- Monitor spending and adherence to program budgets to ensure consistency and accuracy
- Collect and track program fees
- Submit program reports as requested; maintain and submit required internal agency documents

- Maintain inventory of program supplies, and requisition supplies in a timely manner
- Maintain attendance records for participants and volunteers
- Ensure proper collection of impact data and administration of outcomes surveys
- Monitor facilities, equipment, and vehicles for proper functionality and safety

Other duties as assigned by AVP of Program Services

Minimum Qualifications:

- Bachelor's degree; special consideration may be given for equivalent experience and qualifications in lieu of degree.
- 3+ years work experience in youth development or related field
- Program management and leadership experience
- Excellent verbal and written communication skills
- Skill in managing multiple priorities and projects simultaneously
- Ability to understand and execute complex instructions
- Proficient in Microsoft Office suite, especially Outlook, Word, Excel, and PowerPoint
- Skill in working with diverse clients, staff, and communities; ability to facilitate cooperative work
- Ability to work well with a variety of constituencies
- Ability to communicate with youth and foster their involvement and participation in program planning, problem solving, and decision-making
- Must be at least 21 years of age with valid Texas driver's license, reliable transportation, and safe driving record
- Flexibility with working hours and available to work some evenings and weekends

Preferred Qualifications:

- Bilingual in Spanish
- 2+ years of work experience in youth development program management

Physical Requirements

This position requires the ability to operate phones, computers, and other office equipment, and physical ability to perform light lifting. Employee must be able to communicate effectively with program participants and stakeholders. Work is performed in an office or classroom setting. Employee may be required to travel to various locations throughout the Dallas metropolitan area. Employee must also be able to sit or stand for up to four hours at a time. Generally, the working conditions have little or no exposure to extremes.

Equal Employment Opportunity

Girls Inc. of Metropolitan Dallas provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, veteran status, genetic information, or any other discrimination prohibited by law. The agency complies with all applicable federal, state, and local laws, regulations, and ordinances prohibiting employment discrimination.

How to Apply

To apply, please submit resume, cover letter, and salary requirements to careers@girlsincdallas.org with the subject line: Program Manager. No phone calls, please.