Center for Nonprofit Excellence (CNE) is a 501(c)(3) organization whose mission is to strengthen nonprofits to realize the potential of our community. For more information, visit www.thecne.org.

JOB DESCRIPTION: Program Manager
Full-Time/Part-Time: Full-Time (40 hours/week)
Benefits: Eligible
Supervisor: Director of Strategic Initiatives
Date Prepared: October 27, 2017

GENERAL SUMMARY
In conjunction with the Director of Strategic Initiatives, the Program Manager will be responsible for management and administration of a wide array of CNE’s programs and services.

SPECIFIC DUTIES AND RESPONSIBILITIES
- **Program Management (40%)**
  - Planning, development, and implementation of Building Block Trainings, Advanced Trainings, and Academies
  - Identification, recruitment, and retention of trainers
  - Negotiating compensation with and providing customer service to trainers, including coordinating payment to trainers when appropriate
  - Providing members and participants with customer service, including program selection, registration, payment, and follow up
  - Plan and implement annual Academy Graduation event

- **Marketing & Communications (25%)**
  - Web-based and email marketing for all CNE programs and services, including maintaining programs-related webpages and the Upcoming Trainings calendar, as well as coordinating weekly program "blasts" and targeted email campaigns
  - Management of weekly newsletter and coordination with DP
  - Maintaining Consultant Directory and Trainer webpage
  - Updates to website content and functionality as needed

- **Evaluation (15%)**
  - Management of all CNE program evaluation:
    - Overseeing the administration of end-of-session questionnaires, telephone interviews, and web-based surveys
    - Ensuring accurate tracking of programs and data entry
    - Producing and presenting quarterly and annual reports of program evaluations
  - Manage biennial Member Survey and Salary & Benefits Survey and related reports
  - Review and update CNE evaluation strategy as needed
  - Provide data and information to staff and board as needed

- **Intern Management (15%)**
  - Recruitment, selection, and onboarding of CNE Programs Interns
  - Delegating and overseeing tasks and projects related to program management, evaluation, and program-related marketing and communications, as well as tasks and projects from other staff members
o Providing ongoing feedback and regular evaluations
o Facilitating professional development opportunities
o Periodically assessing and revising CNE’s Intern Program to ensure alignment with best practices

• Other duties (5%)
o Create and present training, workshop, and information session content, and facilitate trainings and programs
o Provide short-term technical assistance to members when needed
o Advocate for and represent CNE with members, key stakeholders and in the community
o Complete other projects and tasks as assigned

QUALIFICATIONS
• Bachelor’s degree and at least 2-years professional experience required; master’s degree in nonprofit management, program evaluation, or other relevant field preferred.
• Program planning, implementation and evaluation experience preferred.
• Personnel management experience preferred.
• Ability to manage, facilitate and present to committees, trainings and groups.
• Excellent communication skills; strong ability to lead and balance work with a variety of internal and external stakeholders.
• Highly organized and detail-oriented with an ability to prioritize and manage multiple tasks simultaneously.
• Excellent written and oral communication skills.
• Proficiency in Microsoft Office suite, including Excel and Power Point.
• Personal qualities of integrity, credibility and a commitment to CNE’s mission.

Center for Nonprofit Excellence reserves the right to revise or change job duties as the need arises.