



Program Manager

Position Profile

The Program Manager supports the development of students by identifying and providing accessible resources, ensuring the successful operations of our programming initiatives, and acting as a liaison between community partners and the student body.

Reporting Relationship

The Program Manager reports directly to the Executive Director.

Primary Objectives

1. To create and manage long term goals that develop our programs and support the organization's strategic direction
2. To identify and provide accessible resources for the student body to support their growth as leaders in the creative industry.
3. To supervise assigned team members and support their ability to achieve the objectives of their role.

Major Areas of Responsibility

1. Programming

- a. Support the program planning process by providing input on program goals and action plans
- b. Build and enhance working relationships with community partners



- c. Identify potential resources and opportunities that support program and student development

2. Human Resources

- a. Provide oversight and direction to employees in the operating unit in accordance with the organization's policies and procedures
- b. Monitor employee performance and provide regular effective feedback

3. Communications

- a. Work with the communications team to ensure all programs are promoted to all relevant audiences

4. Finance

- a. Support the development of programming budgets and operating plans
- b. Monitor financial reports to ensure budget targets are being met

Assigned Duties

1. Programming

- a. Support the program planning process by providing input on program goals and action plans
 - i. Attend the annual strategic planning retreat to support the development of programming goals and initiatives



- ii. Gather data information, analyze related risks, and communicate recommendations to the Executive Director regarding best practices in programming delivery and resources
 - iii. Coordinate an annual roundtable with community partners to discuss the impact of our program initiatives
 - iv. Facilitate dialogue with members of the community to gain feedback on areas of improvement for the operational and educational components of the programming offered
 - v. Supervise the implementation of any programming initiatives as identified and outlined in the strategic plan
- b. Build and enhance working relationships with community partners
- i. Connect with partner organizations to build meaningful relationships between the Association and its related communities
 - ii. Work with the Executive Director and Executive Committee to pursue mutually beneficial partnerships and projects that support programming initiatives
- c. Regularly review and improve evaluation methods used to assess program strengths and identify areas for improvement
- d. Identify potential resources and opportunities that support program and student development
- i. Pursue meaningful opportunities, training programs, volunteer positions, internships, and other resource materials to provide to the student body
 - ii. Produce an annual program that explores topics and priorities as outlined in the strategic plan

2. Human Resources



- a. Provide oversight and direction to employees in the operating unit in accordance with the organization's policies and procedures
 - i. Compile job descriptions, post open positions, review applications, shortlist potential candidates and conduct interviews
 - ii. Coach, mentor and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities
 - iii. Empower employees to take responsibility for their jobs and goals; Delegate responsibility and expect accountability and regular feedback
 - iv. Consciously create a workplace culture that is consistent with the overall organization's and that emphasizes the identified mission, vision, guiding principles, and values of the organization
 - v. Maintain employee work schedules including assignments, job rotation, training, vacations and paid time off, telecommuting, cover for absenteeism, and overtime scheduling
 - vi. Maintain transparent communication by sharing organization information through department meetings, one-on-one meetings, email, IM, and regular interpersonal communication

- a. Monitor employee performance and provide regular effective feedback
 - i. Lead employees using a performance management and development process that provides an overall context and framework to encourage employee contribution and includes goal setting, feedback, and performance development planning
 - ii. Lead employees to meet the organization's expectations for productivity, quality, and goal accomplishment
 - iii. Provide effective performance feedback through employee recognition, rewards, and disciplinary action, with the assistance of the Executive Director when necessary



3. Communications

- a. Work with the Communications team to ensure all program and event logistics are promoted to all relevant audiences
 - i. Work with the Executive Director, Communications team, and the University Engagement team to develop a media relations strategy for programming initiatives
 - ii. Approve press release material with individual points of interest for each media outlet
- b. Ensure that all programming is adequately documented
 - i. Maintain and archive both electronic and hardcopy filing of promotional material
 - ii. Manage digital assets ensuring proper labeling and archiving of project history by updating files accordingly.
- c. Maintain optimal communication with the Executive Director to keep them informed of the success and needs required to support the positive evolution of assigned programming

4. Finance

- a. Support the development of programming budgets and operating plans
 - i. Support the annual budget process by providing projected expenses and revenues
 - ii. Annually review related program fees, and related commission rates in relation to project costs
 - iii. Write content for program funding proposals to guarantee uninterrupted delivery of services



- b. Maintain accurate financial records to ensure budget targets are being met
 - i. Periodically review the financial standing of assigned programs alongside the Executive Director to ensure that programming operates within the approved budget
 - ii. Approve expenses for equipment purchases, repairs and rentals upon reviewing the quotes provided
- c. Ensure that financial tasks are completed for the successful operations of Show + Sale events

5. Miscellaneous

- a. Document and implement approved changes
- b. Write reports as requested to present to the Executive Director, Executive Committee, and/or Student Leadership Council
- c. Be able to work independently yet cooperatively with members of the Executive Committee to ensure quality program performance
- d. Complete other duties as assigned by the Executive Director
- e. Support general office visitor interaction
- f. Support relationships with university administrators, technicians, faculty and students