



the Service Board JOB DESCRIPTION

JOB TITLE: Program Operations Manager

REPORTS TO: Director of Programs

DIRECT REPORTS: Outdoor Coordinator, BASW Intern

As a youth-led organization, **the Service Board (tSB)** builds community through the power of youth. For over 27 years, tSB continues to develop and implement culturally relevant programming for high school-aged youth from traditionally marginalized communities (BIPOC, LGBTQI2S+, low-income, immigrants, refugees, houseless youth, and or those in foster care) in King County.

We are looking for a Program Operations Manager to join our team! This supervisory position is essential to the success of our programs and will:

- Oversee all program operations, curriculum and evaluations
- Manage the execution of all outdoor recreation and service learning activities
- Manage programmatic partnerships and volunteers
- Manage and support the development of the Outdoor Coordinator

Required Qualifications & Desired Skills

- High-level organizational, administrative, interpersonal and communication skills
- High-level cost control and budget management skills
- At least one year of managerial and operations experience
- At least one year of experience with developing and maintaining successful community partnerships
- At least two years experience developing and executing youth development programs
- At least two years of experience with data analysis and program evaluation
- Technical proficiency and systems/process design experience
- Experience collaborating with diverse internal and external stakeholders
- Experience working with, and understanding of, the diverse communities we serve
- Experience collaborating in a diverse and dynamic team environment with a high tolerance for ambiguity
- Passion for the mission and values of tSB – mentoring, service, social justice and outdoor adventure
- Relevant education and/or work experience in the non-profit sector
- Must have valid driver's license and clean driving record
- Must be able to work some evenings and weekends, and two overnight retreats

Preferred Skills

- Experience in outdoor programming
- Education/social work background
- Socio-emotional awareness and cultural humility

Roles/Responsibilities

Program Operations

- Lead planning and support execution of Core Program - four month, twice weekly programming (Wednesday nights and Saturdays) - and it's activities in alignment with programmatic strategic plans
- Lead planning and support execution of Summer Leadership Impact Program (SLIP) - 6 week, twice weekly programming (Wednesdays and Fridays) - and it's activities in alignment with programmatic strategic plans
- Manage logistics for all programs
- Manage execution of program recruitment, retention and intake strategies
- Oversee administration of annual program evaluations, collect and analyze program data for reporting purposes, and provide program improvement recommendations to Director of Programs.
- Oversee communications and point-of-contact for all program participants (and families), volunteers, and partners
- Collaborate with the Director of Programs to develop, allocate and manage budgets for individual programs (CP, SLIP, PL) to ensure accuracy and controlled spending
- Collaborate with Director of Programs in evaluation and design of program curriculum in alignment with organizations Theory of Change, Logic Model and annual goals/objectives.
- Collaborate with Program Staff to execute risk management strategies at all programs
- Support Director of Programs in development of program reports

Partnership Management

- Manage partnerships with vendors, mountain resorts, schools and community organizations
- Maintain regular communication with partners to identify and fulfill program needs
- Assist in collection of content and fulfillment of visibility opportunities at program events per partnership agreements
- Collaborate with Director of Programs to identify opportunities for formalized programmatic partnerships
- Collaborate with the Director of Programs to identify new partnerships
- Support Director of Programs in stewarding partnerships and fostering long term relationships

Direct Reports & Volunteers

- Supervise workflow, professional development and overall job satisfaction of Outdoor Coordinator and BASW Intern
- Create work plan and provide performance evaluation for Outdoor Coordinator and BASW Intern
- Manage program volunteers (intake process, check-ins, appreciation, etc.)
- Maintain regular check-ins with program volunteer leads
- Support relationship building between program volunteers (Mentors, Snowboard Instructors)
- Support Program Specialist in the recruiting, training, development and delivery of Peer Leader program
- Assist the Director of Programs in planning and execution of relevant volunteer trainings to ensure safety, foster community building and support leadership development

Outdoor Recreation & Service Learning

- Manage organizational gear inventory and ensure accurate annual procurement from partners and manufacturers
- Oversee Outdoor Coordinator in execution of all outdoor activities and service learning projects
- Direct Program Team in management of snowboarding season logistics
- Direct Outdoor Coordinator and volunteer leads in management of snowboarding program
- Collaborate with Program Specialist to identify and schedule service learning projects

- Serve on Risk Management Committee

Compensation And Benefits

- Salary (\$49,000-\$59,000 range) dependent on experience
- Medical, dental and 403b retirement plan
- Annual Membership to Outdoor ProLink
- Season Pass/Lift Tickets to Stevens Pass and/or the Summit at Snoqualmie (when available)
- PTO, Sick Leave and 14-Day Organizational Rest Period in Dec
- Professional Development and Wellness support

TO APPLY

Please submit a resume and cover letter, including your name and Program Operations Manager in the subject line to jobs@theserviceboard.org. Application will remain open until the position is filled. Interviews will be conducted on a rolling basis.

tSB is an equal opportunity employer and is committed to fostering an environment that welcomes and embraces equity, and in compliance with applicable laws, tSB does not discriminate on the basis of race, color, creed, religion, national origin, sex, disability, age, veteran status, genetic information, sexual orientation, gender identity or expression, or marital status. Persons of color and those familiar with our programs are strongly encouraged to apply.