

<b>Job Title:</b>	Quest Institute Assistant Program Manager
<b>Job Family:</b>	Administrative
<b>Reports To:</b>	Chief Marketing Officer
<b>Number/Titles of Subordinates:</b>	None
<b>N/E:</b>	Exempt

**Main Purpose of the Position:**

The Assistant Program Manager will help to manage the daily program operations for the Quest Institute. Responsible for providing administrative and customer relations management support, this position is critical in the planning, organizing, and implementation of Quest Institute programs, marketing and fundraising events. The ideal candidate will have a strong track record in program and data management and be flexible, creative and a resourceful problem solver.

**Christian Role Model Commitment:**

- Express a testimony of a personal relationship with God through Jesus Christ.
- Serve as a Christian role model and a consecrated Christian, dedicated to the purpose and goals of the Christian school.
- Have an understanding of the philosophy and objectives of Valley Christian Schools.
- Be regular in attendance at a Christian Bible believing church of your choice.
- Be in agreement with the VCS Statement of Faith and be committed to daily prayer and spiritual growth. (I Tim. 1:3; I Tim. 2:1-8; I Tim. 3:1-13; I Thess. 5:11-28; Rom. 12:14-21; Rom.14: 4; Gal. 6:1-10).

**Personal and Professional Qualifications:**

- Have proven evidence of adequate preparation, background & ability required by the position.
- Be committed to implement and enforce policies and follow prescribed procedures.
- Have the skill to make and effectively communicate timely decisions.
- Have the ability to foster creativity and be responsible for innovative ideas.

## **List Job Duties:**

### **Program Management**

- Manage the daily program operations including program registration and tracking, email correspondence with students and parents
- Provide detailed and consistent communications and reporting on all program activities to the Quest leadership team
- Planning and monitoring work calendar: manage project team to ensure project delivery within allotted budget and timelines.
- Assist staff in developing budget, schedule and scope.
- Working on the multiple projects with cross-functional teams,
- Document all program planning, policies, procedures, practices, and logistics to ensure quality control and sustainability of all Quest programs.
- Assist in the development and documentation of program policy/procedure
- Manage facilities requests and resources
- Participate in strategic planning sessions
- Ensuring all contracts and relevant paperwork is updated as required
- Recommend improvements to increase program operational efficiency and effectiveness
- Ensure that the project teams follow best practices and standard operation procedures
- Perform miscellaneous projects as assigned

### **Data Management**

- Support the development and maintenance of multiple datasets of information for program tracking and program application purposes
- Maintain complete and accurate customer information and correspondence data
- Develop and update client related reports.
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- Evaluate datasets for consistency, completeness and accuracy
- Interact with students and program managers and other VCS departments to obtain data requirements for new and existing applications.
- Audit data on a regular basis to ensure data integrity.
- Manage the regular report running schedule and process.
- Develop process improvements for data management activities.
- Ensure all project-related documents are properly updated and maintained.
- Generate data reports for management

## **Event Planning and Management**

- Collaborate with VCS staff, students, volunteers, vendors, exhibitors, and stakeholders during the event planning process
- Manage all event set-up, tear down and follow-up processes.
- Maintain event budgets.
- Book venues, catering services, etc.
- Assess an event's overall success and submit findings to management

## **Customer Relations Management and Sales Support**

- Support the Building and maintenance of relationships with key customers
- Resolving customer complaints quickly and efficiently
- Schedule regular meetings with customers to ensure they are satisfied
- Assist staff in keeping customers updated on the latest products in order to increase sales.
- Process student applications for the Quest Institute

## **Non-essential functions**

- Demonstrate reliability and punctuality by arriving on-time.
- Attendance and participation at all required staff meetings, trainings, and development activities.
- Maintain highest degree of confidentiality in staff and student matters.
- Adherence to all organizational site policies and procedures.
- Attend on-going trainings when needed or requested to do so by leadership
- Complete evaluation surveys as requested by leadership
- Recognize role as a mandated reporter

**Supervisory Responsibilities:** None

**Knowledge and Skills:**

- Ability to work cooperatively and collaboratively with others
- Three or more years project management experience
- Able to work effectively and efficiently toward goals in a complex, fast-paced, diverse work environment with multiple and changing demands
- Demonstrates superior inter-personal skills, conflict resolution expertise, and negotiating skills.
- Detail-oriented, highly organized work style that drives organizational change- taking full account of obstacles, opposition, and differing stakeholder priorities.
- Strategic Planning and analysis skills; acts decisively in critical situations or to circumvent a potential problem.
- Team player with leadership skills and experience in collaborating across groups to achieve results
- Sets and meets realistic deadlines. Forecasts changes and communicates current and projected issues to all stakeholders.
- Strong working knowledge of office software tools

**Fiscal Responsibilities: (Budget responsibilities, approval privileges, reporting and auditing).**  
none

**Extent of Public Contact: (Type and frequency)** Daily contact with teachers, staff, coaches, students, parents, guests and school administrators.

**Physical Demands:** Lifting, walking, equipment operations

**Working Conditions and Environment:** May be some travel, usual work hours, environmental conditions