

MANAGER, PROGRAM SERVICES

Reports to: Varies according to assignment

Division: Varies according to assignment

Our ideal candidate

You are an excellent communicator, both orally and in writing. You take initiative and have a big-picture approach, always looking for ways to foster collaboration. You can work effectively with a variety of people in varying roles, and earn the trust of those around you through a thoughtful approach to difficult decision-making. You are diplomatic and professional and lead by example, working to support your team members while pushing them to excel. You take your responsibilities seriously and can be trusted to follow through on program plans, goals, and tasks. You are extremely organized, flexible, and cool under pressure.

General description

This classification is found in one or more of the non-profit organizations that operate under the auspices of SBCEO. Positions in this classification report to the executive director, executing according to organizational goals and leading special projects. This entails managing and developing programming, creating cohesive messaging and clear objectives for the programs, and crafting strategies to reach those goals.

Specific duties and responsibilities

- Support the executive director and organizational objectives
- Collaborate with executive director to set goals and create strategies to achieve them
- Oversee day-to-day program or organizational operations, carry out program initiatives, and represent the program in the community
- Act as trusted advisor on important decisions
- Create regular reports for use in grants, presentations, board meetings and staff meetings; identify opportunities for grant funding, write grant applications, and coordinate submissions
- Support fundraising for individual programs, as well as organization-wide fundraising efforts
- Act as countywide liaison between the education community and other stakeholder communities, while interacting with people of different roles and backgrounds
- Continually improve program operations and systems; act as project manager for projects as assigned
- Supervise and develop program staff and support them in achieving goals; hold regular one-on-one meetings with staff, tracking goals and providing clear feedback; provide professional growth opportunities for staff and hold staff accountable for goals and objectives
- Develop and maintain efficient systems for tracking program data; prepare clear and helpful documents that represent the program and its mission
- Oversee data collection through an internally managed database; ensure adherence to data collection protocols
- Coordinate and facilitate a variety of meetings, including those for committees, task forces, and staff members

MANAGER, PROGRAM SERVICES

- Develop and lead internal stakeholder support programs and regularly implement improvements
- Oversee staff supervision of volunteers and coordination of independent contractors
- Maintain partnerships with other agencies and service providers
- Lead large-scale event planning
- Oversee maintenance of website and development of marketing materials, including videos, brochures, flyers, and social media posts
- Perform related duties as assigned

Requirements

A typical way to qualify for this classification would be:

Education: Possession of a bachelor's degree in nonprofit, public, or business administration; education; human resources; arts administration; fine or performing arts; or related field. Additional related professional experience may be substituted for up to two years of the required higher education on a year-for-year basis.

Experience: Two years of experience in nonprofit administration or related field that included two or more of the following: program development, program review, data collection and analysis, grant writing, budget management, group facilitation, management of volunteers or independent contractors, supervision of staff, and workshop/event coordination.

Depending on assignment, experience in arts education/administration or career preparation/education is preferred. A master's degree in a closely related field may be substituted for up to one year of required professional experience.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:

- Principles and practices of program administration and professional development
- Budget development and management
- Program development and evaluation
- Principles and practices of supervision
- K12 public educational system
- Record-keeping practices
- Telephone and email etiquette
- Challenges that low-income populations face
- Current practices in diversity, equity, justice and inclusion
- Data collection and management methods
- Principles and practices of nonprofit management
- Fundraising strategies

MANAGER, PROGRAM SERVICES

- Standard written and spoken English
- Standard office productivity software
- Community outreach and engagement strategies, including social media

Ability to:

- Learn the operations, policies, and objectives of the Santa Barbara County Education Office
- Work with members of the community and earn their trust and respect
- Organize work of self and others
- Make effective presentations to a wide range of audiences
- Gather and analyze data, reach sound conclusions, and determine an appropriate course of action
- Research, write and present reports
- Operate a computer and other office equipment and related software and database programs
- Maintain effective working relationships with program staff, volunteers, independent contractors, and members of the community
- Represent the organization effectively to a variety of stakeholders
- Coordinate work of third parties over whom one has no supervisory authority
- Communicate effectively both orally and in writing
- Work independently and as part of a team
- Maintain confidentiality of sensitive information

Depending on assignment, additional knowledge and abilities may be required, such as but not limited to the following:

- Knowledge of employment law, including child labor laws
- Knowledge of curriculum standards for K-12 arts education

Licenses and certificates

- Valid California driver's license, safe driving record, and insurance coverage as required by law.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program is required as a condition of employment for some positions in this classification.

Working conditions

Positions in this classification are considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as lifting and carrying heavy objects, crawling, or stooping — is not generally associated with positions in this classification. Incumbents in this classification are not typically exposed to significant safety hazards.

Local travel to a variety of locations, as well as occasional overnight travel, is required.



MANAGER, PROGRAM SERVICES

Occasional attendance at evening and weekend meetings and events is also required.

Management salary range 14

Approved by the Personnel Commission:

July 28, 2016

Revised:

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