



**Program Manager Job Description**

**Full-time, non-exempt, hourly position**

**Occasional nights and weekends as needed.**

**Reports to: Executive Director**

**Salary range: \$54,000 - \$62,400**

**Benefits: Medical, Dental, Paid Vacation, Paid Sick Leave, Employee Discounts**

**Job Overview:**

***The Community Center of La Cañada Flintridge is seeking a Program Manager to join our team.***

The Program Manager will market, maintain, and execute program-related activities, events, and fundraisers at the Community Center, providing a forward-facing connection point for all program instructors, volunteers, participants, and families. They will also take initiative in seeking, researching, and developing new programs for all ages.

**Responsibilities**

**Programming:**

- Coordinate and schedule dates, times, and facility locations for multiple programs simultaneously.
- Daily management of program operations.
- Program budget and expense management.
- Management of registrations and customer transactions through registration software (CivicRec).
- Hire, manage and coordinate all independent contract and staff instructors including camp counselors and volunteers.
- Maintain and develop program policies, documentation, and safety procedures.
- Maintain a keen awareness of popular programs and program trends.
- Assist Executive Director in developing new programming for Youth, Adult and Senior age groups.

**Customer Service:**

- Handle incoming phone calls, emails, and daily communications with customers, vendors, and volunteers.
- Data entry in multiple platforms including, Microsoft Office 365, and Civic Rec registration software.
- Draft correspondence with customers, instructors, volunteers, and vendors.

**Marketing:**

- Supervise creation of marketing materials including print, email, website, and social media.
- Create and maintain marketing schedules and strategic plans.
- Manage Marketing Coordinator.

**Events:**

- Coordination and implementation of special events and fundraisers throughout the year.
- Volunteer and staff management during events.

**Community Center of La Cañada Flintridge**

4469 Chevy Chase Drive, La Cañada Flintridge, CA 91011 [www.cclcf.org](http://www.cclcf.org)

A 501(c)(3) non-profit organization providing a place for all to learn, grow and thrive.



**Minimum Qualifications**

- 2+ years' experience in Program Management, Parks and Recreation, or related fields.
- 1+ years of event management and marketing experience.
- Team oriented.
- Excellent written and oral communication skills
- Exceptional customer service, engagement, and interpersonal skills.
- Maintain positive working relationships with contractors, staff, instructors, and volunteers.
- Works well with limited supervision and has excellent organizational and time management skills.
- Demonstrates effective staff supervision.
- Proficiency with computer processes, software, and web-based platforms including Microsoft, Adobe, Facebook, Instagram, and WordPress.
- Able to learn new processes, set goals, and prioritize tasks.
- Flexibility to occasionally work evenings and weekends, as needed, including Thanksgiving morning.
- Bachelor's Degree preferred.

**Mandatory Requirements**

- Employment eligibility verification
- Applicant must pass a background check including LiveScan fingerprinting.

**To apply, please submit a cover letter and resume to [jobs@cclcf.org](mailto:jobs@cclcf.org). No phone calls or walk-ins please.**

The Community Center of La Cañada Flintridge is a non-profit 501(c)(3) organization has a 60-year history of community service for educational, cultural, and recreational programs for all ages. CCLCF is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, or age.