



LAURI ANN WEST  
COMMUNITY CENTER  
**JOB DESCRIPTION**

**POSITION TITLE:**

Programs Manager

**SUMMARY DESCRIPTION:**

Under the supervision of the Executive Director, the Programs Manager is responsible for the state certified After School Program, Fall/Spring Programming and Summer Camp. This includes hiring and managing the staff members in these areas. Responsibilities also include forecasting and tracking budgetary information.

**ESSENTIAL FUNCTIONS:**

***State Certified After School Program:***

- Lead the daily operations of the after-school program (i.e., Scheduling, Hiring, etc.)
- Stay up to date on all requirements from the state of Pennsylvania
- Serve as substitute instructor in A&E program (must keep all clearances and requirements up to date)
- Be in hallways during A&E to help instructors and to interact with students and parents
- Manage all state certified program documentation and tracking
- All other tasks assigned by supervisor

***Programs & Summer Camp:***

- Develop all session schedules and coordinate with the marketing team to ensure programs meet or exceed expectations
- Negotiate and manage instructors and contracts in conjunction with the Executive Director
- Provide program options for all ages to meet the community demand
- Set the direction for arts/cultural, youth sports, enrichment and long-range program planning consistent with the mission of the center with an emphasis on best-in-class programs and services.

***Additional Functions:***

- Interview and hire all new staff in Arts & Enrichment areas
- Train of new employees based on their specific departmental requirements
- Conduct regular competitive analysis of competing organizations (profit and non-profit) to assess our program offerings, pricing, staff and facilities and develop strategies and take actions to effectively compete.
- Develop annual forecasts and track monthly programs, summer camps, and A&E.
- Develop and implement ideas for process improvement
- Resolve any customer service-related programming issues with members
- Conduct yearly reviews for all staff under your supervision
- Help to resolve any staff related conflicts
- Serve as Manager on Duty for the entire facility during a regular weekend rotation
- All other tasks assigned by supervisor

**QUALIFICATIONS:**

- One of the four following requirements must be met:
  - Bachelor's Degree in early childhood education, child development, special education, elementary education or the human services field required with 1 year of experience with children
  - Bachelor's Degree, including 30 credit hours in early childhood education, child development, special education, elementary education or the human services field and 2 years of experience with children
  - Associates Degree in early childhood education, child development, special education, elementary education or the human services field and 3 years of experience with children
  - Associates Degree, including 30 credit hours in early childhood education, child development, special education, elementary education or the human services field and 4 years of experience with children
- Minimum of three years leading and exceeding high quality program deliverables for a membership-driven organization
- Willingness to complete 12 hours of annual continued education

- Must be able to pass all Act 33, Act 34, and Act 114 Clearances
- Experience in managing people and ability to work well with various personalities
- Ability to respond effectively to sensitive inquiries and challenges
- Excellent and compelling presentation skills for regular interactions with Members, Community Partners and Board of Directors. Excellent customer interface skills, such as composure, listening, humor and relationship building, with dedication to meeting the requirements of both internal and external customers
- Background in customer service and ability to maintain a good relationship with the community
- Intermediate computer skills, especially MS Word, Excel, PowerPoint, Google, Daxko
- Self-starter with ability to multitask
- Strong communication, leadership, group facilitation, collaboration, and interpersonal skills

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

- This position requires frequent walking, sitting, bending, stooping, periodically standing for long periods, using hand or fingers to manipulate, touch, or handle, and climb stairs.
- The work environment noise level is typical of a moderately noisy standard business with equipment running and members entering and exiting.
- Vision abilities required by this job include near and far vision, depth perception, and to differentiate colors.
- Frequently will need to lift or push up to 15 pounds, periodically up to 30 pounds.

**JOB TYPE:**

Full Time - Salary position with flexible schedule required to meet operational needs

**SALARY:**

\$40,560-48,000/year

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Signature

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Date