

# Manager of Programs

## Job Description



<b>Department:</b>	Digital Inclusion	<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	Executive Director	<b>Physical Strength:</b>	Light
<b>Salary:</b>	\$60,000-65,000	<b>Class:</b>	Non-Union

### Summary

The Program Manager is responsible for the overall program management and project execution of the Digital Inclusion department at Free Geek. With the guidance of the Executive Director, this position develops the digital inclusion strategy for the organization. In partnership with the Executive Director this position actively builds partnerships and relationships with the community through outreach. The Program Manager engages with local government and partners through advocacy for positive change to local and state level digital inclusion initiatives and policies. This role is responsible for hiring and developing a strong, capable and passionate team to support Free Geek's digital inclusion projects, programs and services. This position manages our Digital Navigators, Tech Support Associates, Volunteer Coordinators and Program Associates.

### Essential Duties

1. Develop and drive annual and monthly budget and strategic plan for the Digital Inclusion Department.
2. Provide strategic insight for the planning, growth, and impact of Free Geek's digital inclusion programs.
3. Hire, train and manage digital inclusion program associates, volunteer coordinators, tech support associates and digital navigators.
4. Coordinate digital inclusion efforts by engaging in community outreach, working with community leaders, and cultivating relationships with digital inclusion decision makers.
5. Perform project planning, monitoring, reporting, and team collaboration.

### Job Duties

#### Program Management

- Direct Free Geek's education program.
- Direct Free Geek's technical support program.
- Direct and administer Free Geek's computer access programs for nonprofits and individuals.
- Direct and administer Free Geek's offsite digital literacy programs.
- Direct Free Geek's volunteer program. Meet volunteer requirements for Free Geek departments.
- Lead the integration of digital inclusion work with other Free Geek departments.
- Partner within the management team to create fluid integration between departments.
- Maintain and/or develop KPIs for digital inclusion outcomes for the ED and board.
- Coordinate with the development team on relevant grant writing and fundraising efforts.
- Develop narrative for grants and provide KPIs for grant reports.
- Schedule or provide coverage for DSL or PTO needs of the team.
- Develop the daily schedule incorporating the hours, breaks, and training to continue the positive and profitable community member experience.
- Perform managerial administrative tasks in a timely manner including submitting expenses, review staff timesheets, address leave requests from staff, schedule and attend meetings, and develop procedural and policy documentation as needed.
- Together with the Executive Director and others within Free Geek create/iterate programs and recruit the best possible

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volunteers/interns.

- Familiarize yourself with and follow all policies and procedures regarding the operations of Free Geek including those laid out in the Employee Handbook and Collective Bargaining Agreement.
- In partnership with staff develop and implement career development plans and succession plans.
- Actively coach staff for performance.
- Works at Free Geek alongside the Digital Inclusion department teams, maintains excellent time and attendance, and practices excellent time management capabilities.
- Actively participates in leadership meetings, training and organization-wide initiatives per direction of the Executive Director.
- Communicate with other Free Geek staff and volunteers about the needs of all areas.
- Other duties as assigned.

### External Relations

- Serve as a compelling spokesperson for digital inclusion as a means to social justice.
- Represent Free Geek in news media, interviews, presentations and in promotional content.
- Market and promote Free Geek's digital inclusion program offerings.
- Represent Free Geek at community events and meetings, building partnerships where appropriate.
- Ensure the creation of success stories through blog posts, speaking engagements, and social media presence.
- Other duties as assigned.

### Supervisory Responsibilities

This position will be a direct supervisor to the staff for the Community Center, Technical support and DI Programs.

### Qualifications

Aptitude for directing, instructing and positively influencing the energy level of others. Cultural competency and experience in traditionally digitally divided communities. Experience working with adult and youth learners, teaching and curriculum writing.

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

### Education & Experience

- High school diploma or GED required.
- Demonstrated confidence and competence working with diverse populations is required.
- Minimum of 2 - 3 years related experience and/or training or equivalent combination of:
  - Deep understanding of programmatic work and project management.
  - Working in collaboration with other leaders.
  - Clear understanding of the digital inclusion landscape.
  - Building and scaling digital inclusion initiatives and projects.
  - Strategy and budget building skills preferred.

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- Managing great teams, hiring talent and coaching for growth and professional development.

### **Preferred Experience**

- Some experience with technology hardware, linux mint or other software preferred but not required.
- Previous volunteer experience at Free Geek or another service organization.
- Volunteer management experience.
- Program development and iteration, including grant writing and narrative development.

### **Certificates, Licenses and/or Registrations**

N/A

### **Language Skills**

Fluency in Spanish, Russian, or another language besides English.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Computer Skills**

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicating by e-mail and use scheduling software.

### **Reasoning Ability**

They will need the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. They will need the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Physical Demands & Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands and fingers to type or dial, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, talk or hear, taste or smell, use stairways to climb to multiple floors within office building, exposed to wet or humid conditions (non-weather).

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The employee must occasionally lift and/or move up to 30 pounds. This position requires frequent computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

### Travel

This position requires minimal travel for 5-25% of the position for day trips.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employer Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_