



POSITION DESCRIPTION

TITLE: Program Manager

REPORTS TO: Director of Youth Development

FLSA STATUS: Exempt Non-Exempt

Boys & Girls Club of Missoula County provides equal employment opportunity for all applicants and employees.

PRIMARY FUNCTION:

The Program Manager is responsible for overseeing all internal operations of the Boys & Girls Club of Missoula County's (BGCM) After-School and Summer Clubs. Reporting to the Director of Youth Development, the Program Manager will serve as the Club's direct point of contact for all Club families, maintaining strong communication between families, Clubhouse staff, and the administrative office at all times. The Program Manager will oversee all aspects of Club data, with specific emphasis on Club Membership. He or she will also directly oversee all Clubhouse staff schedules and volunteer coordination. Additionally, the Program Manager will oversee the Club's vehicles and the Club's summer and school-year feeding program.

KEY ROLES (Essential Job Responsibilities):

Family Liaison

1. Serve as the direct point of contact for all Club Member and prospective Club Member families:
 - Support Club families with scheduling questions, registration support, billing and payment information, and all other family communications.
 - Support prospective Club Member families with accessing additional information about BGCM, the registration process, and billing questions.
 - Maintain strong and consistent communication with Club Member families via email, office phone, work cell phone, and the Remind texting app.
 - Serve as the point of contact for all Club Member scheduling changes and day-of absences and ensure timely communication of this information to Clubhouse staff.
 - Work directly with BGCM's Accountant to ensure proper program fees are charged for each Club Member family, including the timely communication of any program fee changes as they occur.
 - Meet with parents if/when issues arise with Club Members that necessitate Administrative support.
 - Create/update annual Club materials each year, including Club calendar, Parent Handbook, registration paperwork, and the online registration form.
2. Work with the Director of Youth Development and the CEO to design and implement family engagement activities, including family orientation meetings, consistent and ongoing communication methods, family feedback opportunities, and family volunteer and participation opportunities.

Clubhouse Staff Liaison and Scheduling Oversight

1. Create and maintain BGCM staff schedules, both program-wide and Clubhouse-specific.
2. Serve as the direct point of contact for all Clubhouse staff.



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- Maintain consistent communication with all BGCM Clubhouse staff regarding schedule changes, absences, individual Club Member information, etc.
- 3. Oversee all aspects of Club schedules and staffing, including After-School Club, Full-Day Club, and Summer Club.
 - Ensure proper staff to operate all Club programs.
 - Manage Club Member registration process for all Club programs.
- 4. Work with the Director of Youth Development and the CEO to determine site location budgets and control site program and activity expenditures within the approved budget.

Supervision & People Management

1. Allocate and monitor work assigned to volunteers, providing ongoing feedback and regular appraisal. Identify and support training and development opportunities for assigned volunteers and staff.
2. Oversee proper record keeping and reporting of all staff timesheets.
3. Ensure productive and effective performance by all program staff and volunteers, with the support and guidance of the Director of Youth Development.
4. Work with the administrative team and Clubhouse staff to ensure proper and effective communication systems between BGCM offices, Clubhouse site locations/staff, partner schools, and Club families.

Data Collection & Maintenance

1. Directly oversee all aspects of Club data.
 - a. Maintain the Club's Member Tracking System (MTS) to ensure all data in the system accurately reflects Club Membership and family information, including all demographics.
 - b. Oversee all aspects of daily Club Member attendance, including the collection of paper attendance records from each Club site and the timely entering of attendance into the MTS system.
 - c. Maintain all additional data tracking systems (i.e. Microsoft Excel) necessary for data collection and information-sharing among the organization.
 - d. Maintain the Club's mass text messaging systems.
2. Support the CEO with donor, resource development, and grant data, as needed.

Marketing and Public Relations

1. Directly maintain and update the Club's website and social media pages on a consistent and continuous basis.
2. Increase visibility of Club programs via posting of daily schedule, announcements of upcoming events and the dissemination of timely information through the Club's website blog.
3. Support the CEO with gathering specific information regarding Club Members, families, and Clubhouse events and programs to be shared with the external community when needed.
4. Provide strong communication and public sharing of information via our website, social media, email, phone and text.

Vehicle and Food Maintenance

1. Directly oversee all aspects of the maintenance of the Club's passenger vans.
 - a. Ensure all vehicles are kept clean and have an adequate amount of gas at all times.



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- b. Schedule all necessary and routine vehicle maintenance appointments.
2. Directly oversee all aspects of the Club's summer, full day and school-year feeding program.
 - a. Develop and maintain a strong relationship with the Missoula Food Bank and its volunteers and the Missoula County Public School system during the summer months.
 - b. Ensure a smooth delivery of daily snacks and meals.
 - c. Maintain cleanliness of the snack room at all times.

ADDITIONAL RESPONSIBILITIES:

1. May oversee special programs and/or events, and/or participate in the implementation of other unit activities as necessary.
2. May be required to substitute as a Clubhouse staff periodically.
3. May be required to drive Club van periodically.
4. May consult with parents concerning member and branch issues.

OPTIMAL ALLOCATION OF TIME:

- 25% supporting Club Member families (individual support, family engagement opportunities, mass communication updates, payment questions, etc.)
- 20% scheduling and operations (Club and staff schedules, logistics of program implementation, etc.)
- 15% vehicle and food program maintenance
- 15% data maintenance and growth (membership registrations, attendance, reports, etc.)
- 10% Clubhouse staff hiring and onboarding
- 5% website and social media updates and maintenance
- 5% working with community partners to schedule Clubhouse events, activities, and field trips
- 5% administrivia (emails, phone calls, organization and analysis, etc.)

RELATIONSHIPS:

Internal: Maintain close, daily contact with Clubhouse staff (professional and volunteer), Club Members and families, and Director of Youth Development to receive/provide information, discuss issues, explain or interpret guidelines/instructions; instruct; and advise/counsel.

External: Maintain contact as needed with external community groups, schools, members' families and others to assist in resolving problems, increasing external collaboration and partnerships, and increase awareness of Boys & Girls Club across Missoula County.

SKILLS/KNOWLEDGE REQUIRED:

- A strong commitment to youth and the Boys & Girls Club movement
- Bachelor's degree in related field preferred
- A minimum of one years' work experience in a Boys & Girls Club or similar organization planning and supervising operations of youth programs
- Strong communication skills, both verbal and written
- Group leadership skills, including an understanding of group dynamics
- Demonstrated organizational, staff and project management abilities
- Self-directed, results oriented, and data-driven, with the ability to thrive amidst ambiguity



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- A track record of getting things done. Strong organizational skills, proven project management experience, and outstanding attention to detail
- The ability to adapt communication styles to work effectively with a wide variety of internal and external stakeholders
- Extensive experience with Microsoft Office (Word, PowerPoint, Excel) and Google tools (Docs, Sheets, Slides, Forms)

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Listed below are key points regarding environmental demands and the work environment of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Required to use motor coordination with finger dexterity (such as keyboarding, machine operation, etc.) part of the work day;
- Required to exert physical effort in handling objects more than 30 pounds rarely;
- Normal setting for this job is an office/school setting; this position does require car travel between various program sites.

REPORTING STRUCTURE:

The Program Manager reports to the Director of Youth Development.

COMPENSATION:

The position is commensurate with experience.

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

APPLICATION INSTRUCTIONS:

Interested applicants should apply by submitting a resume and cover letter via email to bgcmissoula@bgcmissoulacounty.org. Include "Program Manager" in the email subject line.

Signed by: _____ Date: _____

(Incumbent)

Approved by: _____ Date: _____

(Chief Executive Officer)