

**Burroughs Community Center**  
Job Description

**Position / Title:** Program Manager  
**Supervisor:** Executive Director

**Status:** Full Time/ Exempt  
**Posting Date:** February 15, 2019

Established in 1996, Burroughs is a center with a strong history of building programs and partnerships that inform, engage and empower to build a stronger community. At Burroughs we believe a successful community celebrates diversity, acts inclusively, works intentionally to create opportunities and reduce barriers to individuals achieving success. Through direct services and partnership efforts, Burroughs engages over 30,000 participants annually to meetings, trainings and other community activities.

**General Function**

The Program Manager is a critical part of shaping the program success of the organization. This position will organize and deliver direct service programs and manage Burroughs activities that align with and support our mission. Additionally, this position will build knowledge and engage the Center in a wide range of social justice and community issues.

Program responsibilities include:

Managing all aspects of Our Woven Community (OWC), a social enterprise program that provides refugee women the opportunity to become self-sufficient leaders, take pride in their heritage, integrate into the community and become empowered with entrepreneurial skills and economic opportunity. The Manager will lead and advance all aspects of this program through planning, organizing, and controlling program activities and budgets.

- Build engagement with program participants and develop volunteers
- Organize, evaluate and report program activities and outcomes
- Coordinate and implement all aspects of the manufacturing process, inventory management, sales and distribution activities
- Cultivate community partners to support the program and advance program goals
- Market and promote program activities using social media

Provide support to the English Language classes at Burroughs. This program offers adult learners access to English language instruction to positively influence students ability to be informed and eliminate barriers language has with their ability to achieve success. The key responsibilities include working with the language instructor to:

- Build engaged program participants
- Measure participation and impact
- Define and build outcome measures

Provide support to the Volunteer Income Tax Assistance (VITA) program, an IRS program designed to help low income households, persons with disabilities and limited English-speaking taxpayers who need assistance in preparing their tax returns. Key responsibilities include:

- Supporting the local coalition of local VITA sites
- Supporting the needs of the VITA Site coordinator
- Managing the scheduling and appointment process

**Requirements/ Qualifications**

The Program Manager requires a “team” minded individual who enjoys working in a fast pace and dynamic environment. As an organization focused on building community engagement, they must be passionate about learning and understanding a wide range of social justice and community issues.

Additionally, a successful candidate will have a demonstrated ability to:

- Embrace the diversity and show compassion for the population served by Burroughs
- lead and inspire program volunteers and other program stakeholders
- achieve measurable program outcomes and meet defined performance measures.
- develop effective working partnerships and collaborative relationships
- use communication skills, both oral and written, to craft program messages and engage support
- use web and social media to effectively communicate and engage community and program stakeholders
- use advanced MS Word and Excel skills
- use social media platforms (FB, Instagram, Twitter),

a plus is a candidate who is

- familiar with website management (WordPress)
- familiar with eCommerce activities and standards
- bilingual (Spanish, French or Swahili)

To apply please send resume and compensation requirements to Michael@Burroughscenter.org with the subject line “Program Manager”.

**Burroughs Community Center is an Equal Employment Opportunity Employer EOE AA M/F/ Vet/ Disability**