

Program Manager Job Description

Reports to: Executive Director of The GE Chamber Foundation

Hours: Generally working Monday through Friday 8:30 a.m.-5:30 p.m. with one-hour lunch break, some nights and weekends for meetings and events. Flexible schedule available to accommodate responsibilities. Some staffing hours will be required at the Greater Englewood Chamber Foundation office.

The Program Manager shall collaborate with the Program Director or Executive Director and other employees to schedule coverage to ensure that between the positions the GECC is staffed a total of forty (40) hours per week between 8:30 a.m. to 5:30 p.m. Monday through Friday. If said personnel cannot agree to a schedule, a schedule shall be designated by the executive director of the Greater Englewood Chamber Foundation and GE Chamber Foundation Board of Directors. If the Program Manager is to be out-of-the office during his/ her designated time, he/she shall notify the others and see to it that the executive director, intern or volunteer is available to cover his/her previously designated time slot.

Position Summary

The Program manager is responsible for the management of a dedicated portfolio of programs, including the economic development initiatives. Additionally, the Programs manager will build thought-leadership programming focused on commercial development, Small Business Education, and Public Policy, for members and program participants.

The Programs Manager has experience in building and executing a portfolio of programs and is a collaborative, detail-oriented professional with a focus on delivering best-in-class program delivery and thought leadership. The Programs Manager will report to the Program Director.

Essential Tasks: Develop and coordinate Chamber programs and business support efforts.

1. Develop and maintain strong relationships with the business community, communicating chamber programs, initiatives and the value of membership.
2. Actively pursue new members, developing membership recruitment initiatives.
3. Focus on membership retention through business visits, regular communication and business support programs.
4. Lead ongoing efforts to increase membership, developing strategies for sales and marketing of Chamber membership, advertising, and networking opportunities.
5. Coordinate, oversee and implement various Chamber programs and services along with business advertising opportunities.
6. Coordinate, oversee and assist implementation of various Chamber events and activities while also assisting with the evaluation of volunteer and sponsorship needs and review event success.
7. Assist the City and County with relationship development with Chamber members and Chamber events.
8. Reports of monthly Activities presented to Program Director or Executive Director of the GECCF and/or President on general Chamber activities and accomplishments as well as provide input program financials as needed

9. Prepare periodic communications to the Executive Director on the progress and activities of various functions, program finances and other pertinent matters.
10. With the Program Director, periodically evaluate and assess effectiveness of Chamber programs and events; recommend changes, process efficiencies and new programs/events as needed.
11. Provide guidance and leadership support to the Program Director and various Chamber committees, bringing forward ideas to further support the business community and enhance the Chamber operations.

Membership Essential Tasks: Provide regular and consistent communication to Chamber members and the business community on Chamber programs, events and news.

- Chamber related landline messages and emails returned in a timely manner during the workweek. The Chamber Board encourages a response time within 24-48 hours.
- Develop and distribute informational materials on Chamber programs, services, events and activities.
- Maintain new & existing business information using Salesforce, ensuring information is up to date

Competencies Needed

- Agility, ability to simultaneously build and sustain efforts responsively
- Change-positive leadership, embracing innovation, creativity, and risk-taking
- Steadiness and stability under pressure
- Start-up savvy and entrepreneurial competencies, able to deliver strategy and activity
- Comfort with discomfort and willingness to embrace ambiguity, tension and conflict
- Process and detail-oriented
- Commitment to developing an Anti-racist lens and practice
- Accountability, transparency and candor, a willingness to say and hear no, to take feedback productively, push back and engage in productive conflict
- Emotional intelligence, cultural competence, and diplomacy, especially in thoughtful and balanced communication
- Authenticity, self-awareness and self-knowledge, including of strengths and a sense of humor

Requirements

- 3+ years of progressive leadership and/or managerial experience in nonprofit organization
- Prior, proven leadership and/or management experience
- Strong record of leading key organizational functions and teams with a targeted focus on continuous improvement.
- Demonstrated commitment to GECF's mission and to social, economic, racial justice
- Strong familiarity with Chicago's BIPOC communities and nonprofit ecosystem
- Critical race analysis as it relates to BIPOC communities and nonprofit ecosystem
- Exceptional interpersonal skills that demonstrate the ability to build innovative, creative and strong relationships with individuals and groups from diverse cultural, ethnic, and geographic backgrounds.
- Ability to build strong relationships with other local nonprofit organizations
- Demonstrated ability and commitment to collaborate with diverse stakeholders in a way that prioritizes partner organization development and builds organizational capacity

- Excellent written, verbal and interpersonal communication skills with ability to make effective oral presentations to large and small groups in a culturally competent manner.
- Excellent PC skills, including Google Apps Suite and Microsoft Suite.
- Ability to take initiative, work independently, meet deadlines and handle multiple projects in a rapidly changing start-up environment – including interruptions and adjustments to priorities
- Ability to apply creativity and flexibility; strong problem solving, quantitative and analytical abilities.

Required Hours

Generally, Monday through Friday 8:30am to 6:30pm, 40 hours per week, including evening and weekend hours (as programming is scheduled, Chamber events, meetings with key stakeholders, etc.) will be necessary for this role. Much of the work will take place in Greater Englewood. Flexibility to work remotely and with adjusted schedule to accommodate work/life balance.

Working Conditions

Work is currently performed in office and may eventually be performed virtually or a hybrid of both. Must be able to work in an open office setting with moderate noise levels.

Compensation

A unique opportunity to build strong, resilient small businesses all across the South Side. An outstanding chance to partner with community leaders. A competitive compensation package including salary, paid-time-off benefits and professional development opportunities. **The base salary for the position is \$45,000 annually.**

The GE Chamber Foundation provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. In addition to federal law requirements, GE Chamber Foundation complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Please submit cover letter and resume to gtech@gechamber.com