



JOB DESCRIPTION

Position Title: Program Manager - East Metro

Status: Non-Exempt

Reports To: Program Director

Direct Reports: Volunteer Site Coordinators

Position Summary: This position is responsible for all aspects of SMART Reading program implementation in their assigned area (Portland Metro (East), office located in Portland, OR) including program quality, safety and volunteer recruitment. The manager is responsible for recruiting, training and managing Site Coordinators, building relationships with school personnel, recruiting volunteer Readers and ensuring SMART Reading Program Standards are met.

SMART Reading's Commitment to Equity

As an early literacy program focused on helping children succeed with reading and learning, SMART Reading can't ignore that deep racial, cultural, social, and economic inequities in our country and state make it harder for some children to succeed compared to others. SMART Reading's vision is an Oregon in which every child can read and is empowered to succeed, and we are making equity a top priority. As part of this, we particularly seek staff members, volunteers, and board members whose personal or professional background gives them a unique perspective to further SMART Reading's work in serving children of color and children from other marginalized groups.

PRIMARY RESPONSIBILITIES:

Volunteer Management:

- SMART Reading is possible because more than 5,000 volunteers contribute their time, energy and experience to helping us carry out our mission; that means volunteers account for nearly 100 percent of the people working on the ground to deliver SMART Reading's proven literacy support and book program. Because of this, all SMART Reading employees work and interact with volunteers in varying capacities.
- SMART Reading employees understand the value of our volunteers and ensure their interactions with volunteers are appreciative and professional.
- Because volunteers are donating their time and talents to SMART Reading, employees may need to be flexible and solution-oriented when it comes to expectations around deadlines, communication, ability to attend meetings, etc.

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- SMART Reading employees publicly acknowledge the importance of volunteers to the organization, providing ample recognition and praise for their contributions when speaking about SMART Reading in external settings.

Program Management:

- Maintain and lead a caseload of SMART Reading program sites
- Recruit, train and manage Volunteer Site Coordinators
- Provide on-site support as needed
- Lead volunteer Reader recruitment, recognition and retention efforts to meet program goals
- Ensure program quality through training and regular quality reviews and data collection
- Work with district and school personnel to maintain strong communication and ongoing support for SMART Reading
- Maintain up-to-date volunteer records, compile statistical data and create reports
- Process and assure security of volunteer applications; assign schools for all new volunteer applicants
- Be the “voice” of SMART Reading as the initial contact for public inquiries about SMART Reading and ongoing support for volunteers in your area
- Conduct quality site visits and provide feedback to Site Coordinators.
- Develop and implement recognition plan to recognize Volunteer Site Coordinators and other volunteers
- Lead area book ordering process and maintain high quality book inventory for each site.

Public Relations:

- Maintain positive public relations for SMART Reading in the local community
- Generate support and awareness for SMART Reading in each neighborhood or community served

Administration:

- Office Management and other
- Perform general office duties and administrative support, including answering incoming phone calls, photocopying, filing, compiling and distributing materials, ordering supplies, preparing merged mailings, archiving records, etc.
- Maintain up-to-date records, compile statistical data and create reports
- Assist with forecasting and managing portions of the area budget relative to the Program Manager’s areas of responsibility.
- Other duties as assigned

Other:

- Complete other related tasks as assigned by the Area Manager or Program Director.

REQUIRED KNOWLEDGE AND SKILLS:

- Personal character, which guides the ethical practice of your work.
- Experience working in partnership with communities of color
- Ability to travel to Portland office and school site locations regularly
- Ability to develop, manage, and lead a work team
- Ability to work with school, business, and community leaders
- Excellent oral and written communication skills
- Ability to represent the program and implement quality improvement procedures
- Ability to handle multiple projects and duties
- Ability to be flexible and adaptable to a learning, growing organization
- Ability and means to travel to local sites as needed, proof of liability and property damage insurance on vehicle used is required
- A sense of service and commitment to helping the children of Oregon learn to read

PREFERRED QUALIFICATIONS:

- Bachelor's degree or 4 years of relevant experience
- Experience in recruiting, supervision, development and evaluation of volunteers
- Experience in community partnership building
- Proficient computer skills to include Microsoft office products and database experience
- Bi-lingual/Spanish speaking

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee will be required to travel by vehicle throughout Oregon, particularly throughout the counties served by this SMART Reading area office (Portland Metro (East)). While performing the duties of this job, the employee is required to frequently use a computer at a desk. The employee must occasionally lift and/or move up to 25 pounds. The noise level in the work environment is usually moderate.

GENERAL REQUIREMENTS:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required for the position.