



**Title: Program Support Manager
Stewards Individual Placement Program**

Date: 11.18.19

Reports to: Corps Director

Salary: \$36,000-\$42,000

Location: Beckley WV

Status: Full Time

Benefit Eligible: Full

Summary:

The Program Support Manager will interact with all initiatives within Stewards Individual Placement Program. This position will also work with program initiatives by interacting primarily with the AmeriCorps State and National program coordinators, as well Eastern Corps offices: Appalachian Conservation Corps, North Carolina Conservation Corps and Southeast Conservation Corps. The Program Support Manager ensures all assigned positions are successfully recruited and on-boarded before their term starts and ensures that these tasks are completed in the most efficient way. The Program Support Manager will also track and enforce compliance with federal, state and AmeriCorps policies and procedures, and applicable program, region and national initiatives of Conservation Legacy.

Essential Responsibilities and Functions:

General Administration

- Develop training and provide support to Program Coordinators that ensures their delivery of high-level customer service to potential applicants, current participants, alumni, partnering services, and internal staff.
- Manage and lead the format, workflow and content of the Applicant Tracking System and On-Boarding Software; occasionally communicating with software tech support staff.
- Create and implement successful recruitment plan with Program Development Coordinators to fill initiatives' positions. Update annually, incorporating feedback from Conservation Legacy key stakeholder.
- Ensure the process of collecting each individual's documents complies with internal checks and balances.
- Create and implement hiring and exiting systems with Program Directors to ensure all employee files are compliant with federal, state and AmeriCorps requirements.
- Assist Directors with other administrative responsibilities; including, but not limited to, participant outreach, adding new starts to payroll, submitting agency reports, internal staff communication and training.
- Ensure that the program is following the Corporation for National and Community Service and Conservation Legacy Compliance requirements/expectations for both AmeriCorps and AmeriCorps VISTA project sites.
- Ensure the delivery of accurate and complete bi-weekly payroll to the Business Manager.

- Assign new members to Program Coordinators with assistance from Corps Director on weekly basis.
- Develop and improve system of tracking and administering professional development funds with assistance of Corps Directors.
- Ensure that Workers Compensation and liability documentation is correct and filed in a timely manner with Conservation Legacy.
- Work with member, supervisor and Program Coordinator to ensure time sheets are completed and participate in the approval process for member payroll.
- Other administrative duties as assigned.

Member Support

- Oversee the Member Tracking List through fact oversight/management.
- Provide support and oversight regarding required onboarding tasks and ensure that processes are correctly completed within deadlines.
- Ensure welcome packets and uniforms have been sent to all members.
- Track uniform needs and ordering for Stewards members and Stewards East staff.
- Improve and maintain process for maintenance of member files.
- Develop and improve processes including but not limited to timesheets, quantitative and qualitative reports, etc.
- Assist Program Coordinators in answering general member questions.
- Work with Corps Directors to ensure AmeriCorps slots are properly tracked.

Program Reporting

- Assist Program Directors with cooperative agreement tracking and reporting.
- Work with Program Directors to collect, edit and package reports.

Program Regional Recruitment Support

- Review, track and post open positions for all corps programs.
- Create a recruitment plan and strategy to promote open positions and redirect unplaced applicants to meaningful opportunities within Conservation Legacy
- Working collectively with the corps office program coordinators, promote and share available candidates for open positions and identify rising talent.
- Assist in candidate screening and general recruitment needs during busy season (typically March to August)
- Assist in finding new outlets for specific recruitment needs.
- Identify and promote programs and open positions throughout the region at all outreach events, including colleges, universities and community job fairs.

Physical Requirements:

Periodic overnight travel and non-traditional work hours, inclusive of weekend and evening hours. To successfully perform essential functions the Program Support Manager is required to sit, stand, walk, speak and hear. The Program Support Manager may be required to climb, balance, stoop, kneel, crouch or crawl on an infrequent basis. He/she must be able to operate office equipment, telephone, and computer and reach with hands and arms. The Program Support Manager may be required to lift up to 50 pounds unassisted. The ability to drive an organizational vehicle is also

required. Reasonable accommodations may be made for qualified individuals with disabilities to perform the essential functions.

Minimum Qualifications:

- Flexibility, adaptability and capacity to work in a fluid, changing work environment
- Minimum one (1), year experience in administrative role
- Bachelor's Degree or equivalent work experience required.
- The ability to communicate effectively with all partners and staff in the organization and to understand administrative needs as they arise
- Valid driver's license and an insurable driving record
- Proficient in computer programs, databases and social media
- Must be able to pass a criminal history background check

Preferred Qualifications:

- Previous experience with a Corps or youth serving organization
- Three (3) years' experience in an administrative role
- Preferred experience working within the department of Human Resources and/or volunteer management

How to apply:

Submit cover letter, resume and three professional references by email to Corps Director April Elkins Badtke (april@conservationlegacy.org). This position will remain open until filled.