



Hampton Roads Community Action Program

2410 Wickham Avenue

P.O. Box 37

Newport News, VA 23607

JOB DESCRIPTION

Program Operations Manager

Purpose of Position: To develop, oversee and help implement programs that support the organization vision, mission, goals and plans, both short and long term. It will build strategies, facilitate planning and drive change activities to maintain operations, competitiveness and meet the needs of stakeholders. It will also include assistance in tracking and reporting COVID-19 impact and planning. The position works in collaboration with senior leadership to monitor progress, generate revenue and work with target audiences to achieve the greatest impact.

Classification: Exempt

Supervisor: Chief Executive Officer

Skills Required

- The ability to develop project proposals, reports, service agreements, RFP's, grant applications, timelines, budgets as well as other documents and presentations.
- Five (5) years of Community Service experience or Non-Profit experience
- Strong analytical skills, business acumen and the ability to achieve desired outcomes working with cross-functional teams with and without direct reporting relationships.
- Relationship building skills with leaders in government, business, higher education and other related industry groups and associations.
- Comprehensive understanding of contract management, data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

Responsibilities

- Provide support for program administration and major agency initiatives.
- Works closely with internal departments to track related legislation, prepare position papers and monitor local, state and federal policies independently and in conjunction with the Virginia Community Action Association. Develops plans for the VA General Assembly and visits with elected officials.
- Lead the development and implementation of an agency-wide volunteer management system, oversee the recruitment and training of individual and corporate volunteers, track hours and establish recognition. Prepare annual volunteer report to the community.



Hampton Roads Community Action Program

2410 Wickham Avenue

P.O. Box 37

Newport News, VA 23607

- Develop funding strategies and establish key funding partnerships with foundations, local government, The Virginia General Assembly, United Way, business and community organizations.
- Increase and track in-kind contributions. Ensure effective sustainability efforts for programs and services.
- Coordinate key events including partner updates, testimonial programs and volunteers.
- Respond to inquiries from clients and other constituents.
- Collaborate with economic development, planning, housing authorities, education and social service departments in local jurisdictions.
- Represent the Chief Executive Officer (CEO) in a variety of community engagement activities and media forums. Coordinates special projects and provides reports to the CEO.
- Other duties within the scope of this position may be assigned.

Qualifications

- Must have a Bachelor's degree. A degree in business administration preferred. Experience in education, social work or systems management a plus.
- Five (5) years program management experience.
- Five (5) years of Community Service experience or Non-Profit experience required
- Expertise in MS Office-Excel, PowerPoint, and Word.
- Must possess and maintain a valid Virginia driver's license.
- Must be available to attend evening and weekend meetings.
- Criminal record check and credit report required for employment.

Salary

- Negotiable

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 A.M. to 5:00 P.M. Monday through Friday. You can also visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA, 23607 or email resume or application to: hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer