

Program Manager Job Description

Program Manager - 40 hours/ week, non-benefited

The Student Support Network (StudentSupportNetwork.org), a 501(c)(3) nonprofit organization, is seeking a full-time Program Manager to manage and oversee the Network's school *Rooms of Support* Program, within the Baltimore County Public School system. A *Room of Support* is a location in each member school designed to stock and distribute essentials to students in need.

The Network exists to improve the lives of Baltimore County school children living in poverty by providing food, other basic necessities and advocacy to support their well-being and enhance their school performance. The Network has benefited thousands of students in need and their families, and has successfully advocated for the expansion of existing programs providing food in schools. It is recognized locally and at the State level for its work on students' behalf.

Desired qualifications include the ability to prioritize, strong organizational skills, team player, outward facing, community-building and excellent writing skills. Knowledge of supply chain management is a plus.

The role of the Program Manager is to:

- Manage & oversee the Network's School Rooms of Support Programs
 - Serve as the primary contact for the Network's 21 schools;
 - Revise and update the Network's manual for schools annually;
 - Conduct annual training of school Lead Volunteers and Liaisons (typically August);
 - Schedule and facilitate school site visits throughout the school year;
 - Develop and distribute order and request forms for items;
 - Send out, compile and analyze the Network's Impact Survey twice a year in January and May;
 - Coordinate fresh food orders prior to school breaks;
 - Monitor school budgets and make recommendations to Executive Director; and
 - On-board new schools to the Network (as needed).
- Manage sourcing of items and vendor relationships:
 - Research vendors that can offer bulk/wholesale hygiene, household, and clothing items as well as backpacks, coats, and food
 - Establish and maintain relationships with local food suppliers (non-perishable & fresh)
 - Maintain relationships with vendors to ensure timely delivery, ease of ordering and billing needs are met
- Manage the distribution Hub:
 - Inventory
 - Restocking of donated items and monthly restocks
 - Deliveries & logistics
 - Schedule, monitor, and meet deliveries (Including large donations from partners)
 - Monitor distribution Hub for capacity and use
 - Rearrange space as needed

- Shuttle items between main space and storage
 - Pick up purchases and donations as needed (ex. Pick up bulk orders from Weis and other partners)
 - Hub Volunteers
 - Conduct necessary training
 - Oversee volunteer jobs
- Provide bi-weekly updates to the Executive Director regarding operations.
- Collaborate, as needed, with the Executive Director on operations-related planning and community partnerships.
- Prepare and ensure completion of documentation (MOUs, conflict of interest forms, financial agreements, liability forms, in kind donation forms, etc.) This includes updating the Network School binder prior to each academic year with current policies and procedures.
- Oversee the related work of the Program Coordinator and Community Coordinator.
- Guide and assist the Program Coordinator in ordering items for Hub stock and specific student/families Network and, as needed, non-Network Schools when requested by the Executive Director.
- Guide and assist Community Coordinator with in-kind donations and volunteer projects benefiting Network School programs.
- Communicate with Lead Volunteers and School Liaisons on a regular and as-needed basis to support them in the efficient and effective running of the Network program at their school. This includes assisting the Program Coordinator in developing and sending the *Network School Newsletter* at least 2x monthly during the academic year to keep them informed of Network happenings, reminders, new in-kind donations, upcoming events, community resources, and other pertinent information.

Requirements: Physical - Ability to lift 30 - 50 lbs and rearrange shelving; Technical: Adobe Acrobat, Constant Contact, Google Suite (including Google Sheets and Forms), MS Suit. Experience with electronic inventory management software is a plus.

All team members are expected to:

- Be committed to, and represent well, the Network's mission of serving Baltimore County students and families in poverty.
- Be good stewards of Network funds by spending money on approved items and documenting spending according to the Network policies and procedures.
- Collaborate with team members to ensure efficiently and effective running of the Student Support Network.
- Maintain confidentiality of donors and those we serve to ensure their dignity.
- Disclose Conflicts of Interest to Executive Director
- Proficient in use of email, MS Excel and Google Drive
- Complete relevant documentation in a timely manner
- Ensure security of inventory at Student Support Network storage space.

Education and Experience:

- BA from accredited college in related field and course work.
- A minimum of five years experience and/or related experience.

This is a full-time position, flexible hours, hybrid, requires local travel within Baltimore County. Salary \$60,000-\$70,000, 2 weeks vacation, plus the winter break week, and 7 holidays, non-benefited based on experience.

Submit cover letter and resume to Executive Director, contactus@studentsupportnetwork.org