



JASC

JOB DESCRIPTION

Job Title: PROGRAM & SPECIAL EVENTS MANAGER **Effective:** 09/21

Purpose: Coordinate and administer all aspects of on-going programming including planning, organizing, staffing, leading and controlling activities for cultural programs, classes and seasonal fundraisers.

Reports to: Chief Executive Officer

Job Responsibilities and Duties:

Planning & Executing

- Plan delivery of overall programs and activities in accordance with the mission and goals of the organization
- Develop new initiatives to support the strategic direction of the organization
- Develop and implement long-term goals and objectives to achieve the successful outcome of programs and special events
- Develop a program evaluation framework to assess the strengths of each program and to identify areas for improvement
- Assist in the development of the annual budget and operating plans to support programming activities

Leading

- Supervise program staff and volunteers by providing direction, input and feedback
- Communicate with participants and other stakeholders to gain community support for programs and solicit input to improve programs
- Coordinate with other staff in the delivery of services among different program activities to increase efficiency and effectiveness
- Monitor program activities on a regular basis and conduct an annual evaluation according to established program evaluation frameworks; report findings to the CEO and recommend changes to enhance the program, as appropriate
- Identify and evaluate risks associated with program activities and take appropriate action to control the risks
- Engage volunteers for appropriate program activities using established volunteer management practices

Qualifications

Education

- University degree or equivalent plus 2-4 years of experience or 4 to 8 years of experience in a related field

Knowledge, skills and abilities

- Knowledge of project and program management
- Knowledge of client groups and/or issues related to programming
- Experience leading cross-functional teams

Proficiency in standard uses of technology:

- Word processing, spreadsheets, & databases
- Presentations
- Social media platforms & design



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Personal characteristics

The Program & Special Events Manager should demonstrate competence in some or all of the following:

- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Creativity/Innovation:** Develop new and unique ways to improve activities of the organization and to create new opportunities.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization

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