

Program Manager – Raleigh, NC
Full Time (35-40 hours)

Job Type - Keywords:

Service
Professional
Management
Volunteer
Customer Service
Stewardship

It's time to work in a job that is fulfilling, where you will make a difference in children's lives every day. Note in the Pocket, a growing non-profit organization that gives clothing to homeless and impoverished children, is actively recruiting a **Program Manager for our Raleigh, NC location**. The ideal candidate will be an outgoing and collaborative self-starter, who will manage the flow and process of all donations with the ultimate goal of getting the best clothing to our shelves in the most efficient way possible.

The Program Manager is a crucial and high-profile position within the organization. This position will have three staff members reporting to them.

Key Things to Note:

- This position will work as part of a small team. Need a candidate who enjoys working collaboratively to achieve the goal of clothing children and families in Wake County.
- Need a great communicator (email and in person) with a passion for our mission.
- This position is a deadline-driven, multi-priority, fast-paced environment.
- Need the ability to relate well with all types of people; be an attentive and active listener; and build rapport with dignity and tact.
- This position requires attention to detail and meticulous record keeping.
- An eye for what school children want and like to wear is imperative.

Selected Duties Include:

- Work with management and staff to build a work culture that empowers employees and volunteers to be creative, results driven, collaborative and accountable.
- Foster a strong team spirit and relationships that nurture communication, strategic thinking and problem solving.
- Directly supervise staff and unpaid, trained volunteer leaders.
- Provide guidance for disciplinary actions and documents as needed.
- Create & Manage Staff shift schedules - ensuring workload is balanced, assigned appropriately according to skills and interests and ensure effective completion.
- Train and lead volunteers and volunteer groups (daily).
- Conduct facility tours to individuals and groups.
- Ensure accuracy and compliance of all metrics

- Work closely with Fulfillment to ensure the donations that are being processed are getting to the shelves in a timely manner.
- Collaborate with the Program Director, staff and volunteers to effectively identify, propose, and implement procedure/process/system enhancements.
- Some lifting (up to 25 lbs).
- Some weekends may be required.

Physical Requirements:

- Extended periods of standing and walking.
- Lifting and/or pushing objects up to 25 lbs. on a regular basis
- Lifting and/or pushing objects up to 50 lbs. on an occasional basis.

Schedule is primarily Monday-Friday (with the possibility of one Saturday a month).

Note in the Pocket strives to offer a positive work/life balance to all our employees. In addition, our full-time employees are eligible for immediate enrollment in Organization benefits, which includes:

- Health Insurance, including Dental
- Life Insurance
- \$500 toward an HRA
- 10 paid holidays
- Paid time off, including personal time, sick/wellness time and vacation time of 80 hours/10 days per calendar year (prorated based on hire date).
- Paid time off starts accruing on day one of employment