

Program Manager – Raleigh, NC
Full Time (40 hours) In-Office
Annual Salary - \$40,000

Job Type - Keywords:

Service
Professional
Management
Volunteer
Customer Service
Stewardship

It's time to work in a fulfilling job, where you will make a difference in children's lives daily. Note in the Pocket, a growing non-profit organization that addresses clothing insecurity and distributes 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 position is a crucial and high-profile position within the organization. This position manages a team of three.

Key Things to Note:

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

Selected Duties Include:

- Working with management and staff to build a culture that empowers employees and volunteers to be creative, results-driven, collaborative, and accountable.
- Fostering a strong team spirit and building relationships that nurture communication, strategic thinking, and problem-solving.
- Supervising staff and unpaid, trained volunteer leaders.
- Guiding disciplinary actions and documents as needed.
- Creating and managing Staff shift schedules, ensuring a balanced workload, assigning employees appropriately according to their skills and interests, and ensuring effective completion.

- Train and lead volunteers and volunteer groups (daily).
- Conduct facility tours for individuals and groups.
- Ensure accuracy and compliance of all metrics
- Work closely with Fulfillment to ensure the clothing donations are being processed and 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. regularly
- Lifting and/or pushing objects up to 50 lbs. occasionally.

The 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, we offer our full-time employees:

- Health Insurance, including Dental
- Life Insurance
- \$500 toward an HRA
- 10 paid holidays and 1 Cultural/Spiritual Awareness day
- 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