

Job Title: Program and Event Manager

Full time: 40 hours per week

Supervisors: Program Director

FLSA Status: Salary

Summary

The ideal candidate is detail oriented, and dedicated to providing a superb experience at every turn. This role demands expertise in event planning, including cost containment, venue scouting, equipment logistics, room setup, and a wealth of best practices. S/He will also have excellent leadership skills and the ability to delegate responsibilities to meet quality expectations. The best fit for our company is a person who can manage the daily details and big-picture thinking with integrity and strong business and personal ethics.

The Program and Event Manager works primarily with the Program Director on retreats, program and training events (online and in person) and will coordinate programmatic efforts, manage events and create and maintain favorable program interactions internally and externally for SongwritingWith: Inc. In addition this position, on occasion, will work with the Executive Director to provide skill and expertise to fundraising events which may cross-over with programmatic events and outreach in the form of concerts, workshops, conferences, Board of Director meetings and online events by performing the following duties.

Essential Duties and Responsibilities include the following.

- Manage program timeline and deliverables, working with the team to assure tasks are coordinated and completed
- Coordinate with internal staff, clients, vendors, and others to establish needs for scheduled events, and serve as liaison throughout the planning process
- Build and manage relationships with vendors, venues, and other business contacts to craft and implement logistical aspects of events
- Personally attend retreat programs as assistant facilitator, or coordinate with Program Director to engage other staff/contractors to serve in the assistant facilitator onsite role
- In coordination with Program Director, prepare and monitor program budget and deliverables
- In coordination with Program Director, track metrics for measuring impact and outcomes of programs
- In coordination with Program Director, coordinate program communications and distribution methods (e.g., Zoom, social media platforms)
- In coordination with development staff, support fundraising efforts/program communications as needed
- In coordination with Program Director, collect and prepare program data
- Stay current on event planning, design, and production trends, proactively identifying and solving operational challenges
- In coordination with Program Director, execute programmatic standard procedures and comply with legal, insurance, health and safety regulations
- Plan and facilitate logistics for all events, including contracts, guest lists, venue preparation, presentation materials, security, catering, entertainment, transportation, equipment, decor, and outreach materials

- Manage event experience from conception through post-event, managing on-site preparations, production, and completion, ensuring consistent, high-level experience throughout all phases
- Maintain industry contacts, vendors, and venues
- Troubleshoot and manage logistics issues that arise on the event day
- Manage project management tools for program communications and efforts
- In coordination with Admin, distribute and track program forms and contracts
- Manage relationships with program travel agent, vendors and contractors

Skills/Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Proven success as an event planner or coordinator
- Strong interpersonal and communication skills, verbal and written
- Experience in maintaining and building enriching business relationships
- Excellent organizational skills, time management, and meticulous attention to detail
- Ability to handle pressure and make time-sensitive decisions
- Adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date. Required knowledge of MS Office, G-Suite, Asana and CRM tools.
- Exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Initiative - Volunteers readily; Seeks to understand and model the SW:S culture of positivity, clear communication, collaboration and teamwork.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; organizes or schedules other people and their tasks; develops realistic action plans.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree; or three years related experience and/or training; or equivalent combination of education and experience.

Work Environment/Physical Demands

- Participation in indoor and outdoor activities and events such as walking tours, mindfulness practices, yoga, etc.
- Lodging in various retreat center environments e.g., hotels, cabins.

- Up to 25% travel.
- Lifting and carrying items up to 30 pounds.

SongwritingWith: Inc. is an equal opportunity employer committed to providing equal employment opportunity to all persons without regard to race, color, religion, national origin, gender, gender identity, sexual orientation, marital status, citizenship, age, veteran or military status, disability, genetic information, or any other characteristic protected by law.

Benefits

We value our employees' time and efforts. Our commitment to team members is enhanced by competitive compensation and a benefits package. Ability to work remote 2 days a week. We work to maintain the best possible environment for their employees, where people can learn and grow with the company.

SW: provides a collaborative environment where each person feels encouraged to contribute to their processes, decisions, planning and culture.

Please submit a letter of interest, salary requirements in the body of an email and attach your resume as a separate document to HR@songwritingwithsoldiers.org.

Posted April 2022