



#### POSITION SUMMARY

<b>Opportunity:</b>	<b>Full-time Position at Community Resource Center</b>
<b>Department:</b>	<b>Operations</b>
<b>Title:</b>	<b>Program Manager</b>
<b>FLSA Status:</b>	<b>Exempt</b>
<b>Reports to:</b>	<b>VP of Operations</b>
<b>Location:</b>	<b>Nashville, TN</b>

#### ABOUT COMMUNITY RESOURCE CENTER:

Since its inception in 1991, CRC has tirelessly worked towards helping families and individuals who are facing crisis. The organization's mission is to provide critical essential items to our most vulnerable Middle Tennessee neighbors, both during times of disaster and during seasons of ongoing need. CRC also collaborates with various community partners, such as faith-based organizations, schools, and other non-profit organizations, to ensure that their services reach those who need them most. The work done by the CRC is essential for the well-being of Nashville's community, as they provide basic essentials that help individuals and families to maintain their health, dignity, and self-respect.

#### POSITION OVERVIEW:

As a Program Manager at the Community Resource Center (CRC), one would be responsible for overseeing the development, implementation, and evaluation of Basics in Bulk, Hygiene Pantries, and Hygiene Bus as offered by the organization. The Manager would work closely with community partners, staff members, and volunteers to ensure that programs are designed to meet the needs of the individuals and families served by CRC. This includes conducting assessments of community needs, creating program goals and objectives, and developing strategies to achieve them.

Additionally, the Program Manager would be responsible for managing program budgets, monitoring program outcomes, and evaluating program effectiveness. This would involve collecting and analyzing data to identify areas for improvement and making recommendations for program modifications. The Manager would also be responsible for ensuring that program staff members are trained and equipped to deliver high-quality services and that programs adhere to all applicable regulations and standards. Overall, the Program Manager at CRC plays a critical role in the organization's efforts to provide essential resources to individuals and families in need.

### **MAJOR RESPONSIBILITIES:**

- Develop, implement, and evaluate programs and services based on community needs assessments
- Establish program goals and objectives and create strategies to achieve them
- Work collaboratively with staff members, volunteers, and community partners to ensure program success
- Manage program budgets and monitor program outcomes
- Collect and analyze data to identify areas for program improvement
- Ensure program compliance with applicable regulations and standards
- Contribute to program marketing and communication efforts to raise awareness and increase community engagement
- Represent the organization at community events and meetings
- Assist in developing and maintaining relationships with funders and donors to secure program funding and support.
- Manage application and onboarding experience for all partners
- Oversee ordering process of partners including Basic in Bulk, Hygiene pantry, and the Hygiene Bus programs
- Manage and grow the outreach events including large scale giveaways and the Hygiene Bus
- Work in a collaborative effort to provide monthly communication to partners
- Other responsibilities as designed by the Vice President of Operations

### **REQUIRED EXPERIENCE/KNOWLEDGE:**

- 1+ years experience working in programs or project management
- College degree is preferred
- Demonstrated ability to work collaboratively and cooperatively with other function leaders, volunteers, and with external stakeholders.
- Demonstrated experience working in a highly adaptive model during a period of change and expansion.
  - An entrepreneurial spirit with flexibility to work in a fast-paced environment and with individuals with different work styles.
  - Attributes of a mentor or teacher who can develop and build a highly professional organization into a performance-oriented team.
- Results-orientation, possessing drive, high-energy level, problem-solving abilities, and can-do attitude.
- Exceptional communication skills - listens, engages and influences. The ability to work across operations disciplines and with the development department in a persuasive and credible manner is necessary.
- Commitment to high quality of customer service.
- Demonstrated strong leadership skills.
- Fluency in data systems to track and report on results.
- Ability to walk up and down stairs, bend down, reach, push and pull and lift up to 50 lbs.
- Ability to pass a driving background and drive a variety of vehicles
- Ability to work evenings and weekends when required.

**PERFORMANCE MEASURES:**

- Successful executions of above responsibilities
- Ability to work collaboratively and cooperatively.
- Achievement of excellent customer service metrics

**DIVERSITY IS OUR STRENGTH:**

Diversity and Inclusiveness are core values at the CRC, and we continuously strive to be a team where everyone feels welcome and supported. It is the policy of the CRC to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity, genetic information and/or any other protected characteristic under applicable law. Individuals from underrepresented groups are especially encouraged to apply.

**WORKING CONDITIONS:**

This is an office/warehouse environment and normal changes in temperature are to be expected while working inside the warehouse or outside, on or around the loading dock. There are no hazardous or significantly unpleasant conditions.

**ACCOMMODATION:**

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made by the CRC which may pose serious health or safety risks to the employee or others, or which impose undue hardships on the organization.

**TO APPLY:**

Send a cover letter, resume, and two professional references to [hello@crcmidtn.org](mailto:hello@crcmidtn.org). Applications without the requested information will not be considered. Qualified candidates will be contacted for an interview. No calls or emails.

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*This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time without notice.*