

Dewitt Center Program Manager

Position Description:

The Dewitt Center Program Manager, working in collaboration with Madison Park Development Corporation and its Management Agent, Winn Residential. The Dewitt Center, which opened in 2018, features daily programs & classes, including financial literacy, workforce development, tutoring, mentorship, college preparation, after-school youth development, and much more. The Dewitt Center also features a state-of-the-art technology lab, an after-school program, a summer camp, and health & wellness programs, including sports & fitness activities in the gym.

The Dewitt Center Program Manager will be responsible for the overall scheduling and management of the programs, activities and center facilities. The Dewitt Center Program Manager reports to Dewitt Center Director.

Reports to: Dewitt Center Director

Status: Full-time, exempt

Salary Range: \$60,000 - \$75,000

Location: Roxbury, Massachusetts

Responsibilities: Directs/manages overall daily operations of the Dewitt Center, alongside the Director, with the primary focus on service delivery, supervision and training of program partners, facilities management, community relations and membership administration.

- Develop, nurture, and maintain effective working relationships with Dewitt program partners, community partners, neighborhood stakeholders and leaders, MPDC residents, and their families
- Oversee and manage Dewitt program partners' Memorandums of Understanding (MOU's), activity reports, and monthly meetings. Collect monthly reports from program partners and compile newsletter
- Compile regular reports via excel spreadsheets reflecting the Dewitt Center's activities, attendance, and participation.
- Identify community partners to maximize programming and establish new programs
- Plan and deliver orientation for program partners and yearly events for programs to showcase their work
- Support and lead Dewitt events for residents and the community
- Responsible for monitoring and evaluating programs and activities at the center to ensure the quality of services and alignment with the mission of the center and MPDC
- Schedule, assign and manage the Dewitt Center space, working with program vendors, MPDC departments, residents and community organizations.

- Ensure the facilities, furnishings and equipment are safe, clean and maintained in accordance with MPDC standards.
- Inspect community space before and after any planned events.
- Welcome visitors to the community center and provide tours and center orientations when appropriate.
- In collaboration with MPDC and Winn Residential, take responsibility for the recruitment and active engagement of MPDC residents in the Dewitt center programs
- Plan and attend monthly meetings with Resident Service Coordinators and support the teen center and senior programs
- Oversee daily activities at the Center and handle a wide range of incidents (between program participants, visitors, etc.) that occur, with the support of the Director.
- Enforce building policies and procedures. Maintain the log of incidents, complaints and issues
- Manage and evaluate membership system using existing systems and software.
- Plan, implement and evaluate marketing and communications strategies to attract residents
- Manage and oversee Dewitt's Instagram and Facebook accounts, create content, and consistently post. Work closely with marketing department to develop Dewitt Center seasonal course catalogue
- Oversee and plan activities for the teen room and open gym and develop our teen council
- Attend V.I.P and Resident Leader's monthly meetings and provide Dewitt updates
- Other responsibilities, as assigned

Qualifications:

- Effective communicator with ability to engage a range of stakeholders in writing and verbally.
- Ability to plan, organize and facilitate the scheduling of multiple programs and providers.
- Ability to produce documents and reports that meet specified standards and time frames.
- Self-directed with the ability to prioritize and multi-task.
- Ability to maintain positive relationships with a wide variety of program participants, providers, stakeholders and staff.
- Strong computer and software skills (Outlook, MSWord, Excel, PowerPoint, GoogleDocs, CANVA, Salesforce, EZFacility etc.)
- Create content and share on social media, assist with MPDC website development.
- Ability to represent MPDC at various community events and task forces.
- Ability to identify resources, including funding opportunities to support the work of the Dewitt Community Center.
- Accurate and timely record keeping.
- Commitment to growing in the position
- Bilingual, English-Spanish a plus

Education and Experience:

- College degree and/or equivalent program related experience in a similar setting
- Understanding of community based programs and multi-agency coordination
- Ability to identify, train, supervise, and motivate staff
- Ability to work a flexible schedule including nights and weekends
- Working knowledge of budget preparation, control, and management

Benefits

This is a full-time, salaried exempt position with an excellent benefit package including four weeks paid vacation; paid holidays; generous cost sharing for medical insurance, 401k plan with generous match, and much more! The hours of work are Monday through Friday from 10AM – 6PM. COVID vaccination or medical exemption process is required. Please submit a resume and cover letter to HR@madison-park.org

Visit our website at www.madison-park.org for more information about MPDC.

MPDC is an equal opportunity employer. We encourage people with relevant lived experiences to apply.