



# Program Operations Manager Job Description

## **Summary**

The Programs Operations Manager is responsible for supporting in the improvement of organizational efficiency, specifically in administrative, programmatic and financial operations to accelerate development and long-term success. A qualified and ambitious candidate has the opportunity to combine analytical skills with creativity to lead the organization towards achieving greater operational efficiency and growth. The perfect candidate will have a passion for the reSET mission and will possess a strong understanding of business to be able to contribute to the organizational strategic planning process. The position allows a candidate to focus on the logistics of running a nonprofit organization while working in an innovative environment with regular interactions with local entrepreneurs, local corporate employees, and other professionals.

## **Key Responsibilities**

### Metrics Collection, Analysis, & Reporting

- Manage the system of collecting organizational (internal & external) metrics consistently and accurately
- Derive insights from data collected to recommend organizational improvements
- Manage the system of reporting data collected to all interested parties
- Create customized reports and analyses as needed
- Work with communications team to build engaging and effective marketing campaigns for programs

### Organizational Management

- Manage the daily operational logistics of the coworking space and program room
- Be the customer service representative as needed for anyone coming into reSET
- Evaluate regularly the efficiency of organization procedures according to objectives and apply improvements
- Implementation, and tracking of reSET's Intake Process to ensure entrepreneurial connectivity and satisfaction
- Help maintain effective working relationships with affiliate entrepreneurship organizations, and other members of Connecticut's Innovation Ecosystem

### Programming Support

- Support the creation and execution of entrepreneurial programs
- Provide assistance with program and event logistics
- Support strategic vision and the sustainability of programming
- Lead programs and support with leading programs including facilitation, teaching workshops, leading discussions, and delivering content
- Build on program initiatives to drive additional impact through program replication, growth, and/or creation of additional programming
- Serve as point of contact and maintain positive and effective relationships with program participants, guest speakers and lecturers, coaches and mentors.



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## **Qualifications**

- Strong organizational and management skills
- Excellent communication skills – written and verbal
- Ability to prioritize and manage in a constantly changing environment
- Ability to think strategically and help create the vision for reSET
- Team leadership skills
- Commitment to the mission, values, and goals of reSET
- Bachelor's Degree, with 1-3 years of business and/or programs experience

## **Systems Experience:**

- MS Office Suite, Outlook, Google Suite
- Salesforce experience is a huge plus
- Website management through Wordpress a plus
- Computer / application experience

## **Reporting**

This position reports directly to the Managing Director.

Email resume to [info@resetco.org](mailto:info@resetco.org)