

Position Description

Title: National Events and Volunteer Program Manager
Location: San Francisco, NYC, Chicago, or DC
Department: Programs
Reports to: Director of Learning & Engagement
Work Schedule: Hybrid
FSLA: Exempt

About the Organization

Over the years, Upwardly Global has supported thousands of foreign-born skilled job seekers in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized program and holistic approach to integrating skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit operating out of four major US markets and providing remote services to several parts of the country. It is unwavering in its commitment to a diverse and inclusive culture where every voice matters.

Position Overview

The National Events and Volunteer Program Manager (NEVM) is responsible for the operation, growth, and strategic vision of the events and volunteer program. Through the national events and volunteer program, Upwardly Global program participants are offered corporate volunteer events and one on one engagements with volunteers/mentors intended to help build their networks, gain industry insights, confidence, and improve job search skills. Leading the events and volunteer team, this person will also work cross-functionally to ensure event and volunteer services offered are aligned with organization goals and meeting the needs of jobseekers and volunteers. This position will focus on building greater efficiencies by implementing improved technology, program delivery operations, and monitoring & evaluation. The ideal candidate brings program management experience, excels at relationship building and project management, and possesses a strong passion for Upwardly Global's mission.

Essential Duties & Responsibilities

1) Program Management & Delivery:

- Lead the strategic planning and goal setting process for the program with the events and volunteer team in close collaboration with the Director of Learning & Engagement and other internal stakeholders
- Serve as internal advocate for the events and volunteer program, ensuring leadership and other internal stakeholders are aware of program initiatives
- Provide operational oversight of the program including budget, expenses, performance against goals, setting up and maintaining team project management systems in Asana, Google Drive and Sharepoint
- Serve as program lead for event and volunteer program pilot initiatives developed to meet the organization's scale and growth goals, leaning on technology and automation where possible
- Manage a comprehensive learning agenda and evaluation plan for the program, supporting National Leads in the implementation of data and feedback collection and analysis
- Work with the team to identify program delivery challenges and move solutions forward to address key operational challenges, client/Job Seeker pain points, and program inefficiencies
- Responsible for ensuring event and volunteer program deliverables related to grants are delivered and reported on

- Oversee volunteer recruitment strategy, volunteer training/onboarding materials, and events management processes. Make recommendations for adjustments as needed
- Provide event management and volunteer matching support to team as needed

2) **People & Team Management:**

- Provide coaching and guidance for the National Events Lead and National Volunteer Lead to meet their individual and team goals and areas of skill development
- Build a trusting work environment that supports innovation, accountability, and empowerment
- Lead the team toward successful program delivery, meeting organizational and grant goals
- Create structures and processes that allow for cross team transparency, communication and collaboration using tools such as Asana, team meetings & retreats, strategy sessions
- Model excellence and transparency through collaboration, decision-making, evidence-based programming, and efficient management of resources

3) **Relationship Management:**

- Lead partnership development and negotiation with 20+ corporate partners delivering employee engagement events and/or other volunteerism initiatives, and handover to National Events Lead at implementation stage
- Responsible for fielding new inquiries from corporate partners to determine if a partnership would benefit the program and jobseekers
- Liaise with the development to provide input on funding opportunities, proposal development, reporting, and opportunities to promote philanthropy to the volunteer community
- Oversee high profile volunteers in coordination with National Volunteer Lead ensuring an impactful experience and updating development staff or other internal stakeholders working with those individuals

Knowledge and Skills Required

- Bachelor's degree in a related field required
- Five (5) plus years of program management experience ideally in volunteer management, workforce development programs, and/or immigrant integration programs
- Two (2) plus years of experience managing direct reports with a proven track record of leading high-performing teams with high morale
- Strong quantitative and data analysis skills required. Knowledge of database systems, such as Salesforce, and experience with program evaluation preferred
- Excellent written and oral communication skills, and strong presentation skills
- Detail-oriented and strong project management skills with an ability to multitask and meet multiple deadlines, preferably experienced with Asana
- Experience working within corporations or with corporate partners preferred
- Experience in strategically leveraging technology to support program implementation
- Experience managing grants and funded programs
- Knowledge of workforce training, human resources, or career development programs preferred
- Able to work cross-culturally in a diverse environment

Work Environment/Physical Requirements

- Requires the ability to travel locally, regionally and nationally
- Must be available to work evening events and to occasionally work weekend sessions

- Must have reliable transportation depending on region

Salary Range Disclaimer

The base salary range represents the low and high end of the Indeed salary range for this position. Actual salaries will vary depending on factors including but not limited to location, experience, and performance. The range listed is just one component of Upwardly Global's total compensation package for employees. Benefits include paid time off policy, hybrid or remote work schedule, medical/dental/vision insurance, short term disability insurance, life insurance and retirement plan with employer match.

Salary Range Transparency:

- Central Region: \$80,000 - \$90,000 USD per year
- Western/Eastern Region: \$95,000 - \$105,000 USD per year

Upwardly Global is deeply committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment.