



Program Support Manager

Job Description

Title: Program Support Manager

Reports to: Chief Operating Officer

FLSA Status: Exempt

Salary: \$50,000/Annual Salary

Job Type: Full Time

Location: North County Business Office

Summary: With supervision from the Chief Operating Officer (COO), provides program and operational support, including facilities oversight and coordination of vendors or services across CCS sites. Serves as key point-person in coordinating the maintenance of CCS sites, including vendor procurement and management. In partnership with Chief Financial Officer and COO, manages IT and network services. Lead for coordination of inventory and all equipment moves. Provides administrative support and project coordination for facilities improvements. Provides administrative oversight and supervision of the Client Support Facilitator at all locations, and provides back-up front desk reception support when needed. Supervises the Facilities Administrator and oversees maintenance and repairs across CCS sites.

Essential Functions:

- Manage, supervise, and implement logistics associated with agency vendor relations, including but not limited to, janitorial services, office supply vendors, IT/network, repairs & maintenance, VOIP system, and security.
- Establish and document proactive maintenance schedule across all CCS sites; coordinate or complete and document service with site leads.
- Hire, train, and supervise the Client Support Facilitator and Facilities Administrator, as well as any volunteers supporting these positions.
- Coordinate and maintain CCS' safety programs in accordance with OSHA guidelines. Support CCS safety and security protocols, including inventory of keys, fobs, and site access control.
- Provide administrative support to program, including but not limited to, scheduling and/or facilitating site meetings and CSF quarterly meetings, and Sunshine Committee activities.
- Coordinate the preparation and logistics of all staff meetings. Support implementation and ongoing efforts of a workflow process management system.
- Assist with grant proposals when needed, including preparing or editing documents and submissions to funder.
- Coordinate purchase, movement, and maintenance of computers, laptops, and printers, and ensure all inventory processes are followed with associated labels and records accurately documented.
- Coordinate with accounting to ensure accurate and prompt completion of various documents and processes.
- In partnership with program and administrative leadership, coordinate document/file management, including retention, retrieval, storage, and shredding, in accordance with data security practices.
- In conjunction with program leadership, participate in on-call rotation.
- Other duties as assigned.

**Job Requirements:****Education:**

- Bachelor's Degree in Non-profit/Business/Logistics Management, related field or equivalent combination

Experience:

- Minimum of two years of project oversight or services coordination
- Minimum of one year of management experience

Preferred Skills:

- Bilingual/Multilingual fluency of one or more languages (Written and Oral)
- Experience in a nonprofit or crisis services work environment
- Basic IT/network skills and facilities maintenance knowledge

Core Competencies:

- Excellent written and oral communication skills
- Computer proficiency with Microsoft Office Suite Applications
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines
- Ability to maintain a proactive approach and execute all duties in their entirety
- Proactively adapt to always changing requirements and duties
- Maintain confidentiality and professionalism at all times
- Ability to collaborate and communicate with staff and vendors in a collegial and productive manner

Working Environment:

This job operates in a professional office environment. Must maintain personal cell phone for work-related purposes. Ability to work in intimate partner violence, sexual assault, and stalking fields.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to lift and carry up to 25 pounds.

Travel:

Some travel may be required (up to approximately 40% mostly within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours

The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. and must work 40 hours each week to maintain full-time status. Occasional evening and weekend work may be required as job duties demand.

To Apply:

Please email your cover letter and resume to Marielle Downes at MDownes@ccssd.org

Please use Program Support Manager in subject line.

CCS is an equal opportunity employer that strives to create an inclusive environment and a diverse workforce from all backgrounds, abilities, and cultures.