

**POSITION DESCRIPTION****UPDATED: April 14, 2021****Job Title: Program & Events Manager****Status: Non-Exempt****Reports to: Mill City Commons Executive Director****POSITION SUMMARY:**

As a proactive member of the MCC Team, the Program & Events Manager has primary responsibility for planning, managing and executing multiple programs each month in collaboration with the member-led Program Committee of the Board.

**Program Development**

- Develop, implement and maintain social, cultural, educational and wellness programs for members in collaboration with the member-led Program Committee of the Board.
- Foster and help develop community service programs that build member connections.
- Identify, implement and maintain specific programs and events to attract and retain members and to contribute to a high level of member satisfaction.
- Prepare minutes of monthly meeting and distribute to committee members.

**Program Implementation**

- Manage monthly program calendar: Schedule events (including Zoom links where appropriate); develop written descriptions of programs; upload all programs to MCC website; create printable version of calendar.
- Manage all program details, including: Following up with speakers and/or members working with speakers; scheduling program dates; identifying and reserving meeting locales appropriate for each program/event; confirming speakers introductions with members and ensuring confirmation and thank you emails are sent to speakers and members involved with each event.
- Attend and handle Zoom and/or on-site event details, such as setting up Zoom/AV equipment, etc. as needed.
- Start and facilitate Zoom and Zoom hybrid programs.

**Program Effectiveness**

- Design, implement and maintain efficient tracking of member participation to assess levels of member satisfaction. Record membership attendance of all program requiring registration. Prepare monthly Program Attendance report for Program Committee and year-end report for Executive Director and Board of Directors.

**Other Duties**

- Participate in editing weekly communications.
- Participate in Marketing Communications.
- Other duties as needed

\*\* 24 hours per week

**Qualifications:**

- Proven track record in event or program management, project management, publication management or similar.

- Ability to work independently and manage a variety of programs simultaneously, with excellent time management, organization and project management skills.
- Experience in scheduling and managing all details of programs/events/projects, with flexibility to attend weekly evening programs and infrequent weekend events.
- Strong organizational skills and administrative capabilities; exceptional attention to detail, with ability to prioritize and follow through.
- Proven ability to manage and meet multiple deadlines simultaneously.
- Self-starter with strong ability to take initiative and work independently and in collaboration as a team member.
- Excellent writing and editing skills.
- Outstanding oral communications skills with ability to communicate effectively with diverse personalities of members.
- Interest in and knowledge of community development and services for older adults.
- Skilled computer literacy, strong Internet research and analytical skills.
- Strong commitment to customer service.