

Surrey Services for Seniors

Position Description

TITLE: Program Manager

POSITION STATUS: Full-time, Exempt

PAY RANGE: Competitive

REPORTS TO: Director of Community Services, Chester and Montgomery Counties

POSITION SUMMARY:

Become a valued member of our collaborative team as the Program Manager for our new location in Bryn Mawr. Surrey Services, a unique non-profit, serves a diverse and vibrant community of individuals over 55 years old at four locations across three counties: Chester, Montgomery, and Delaware.

Take the lead in creating a lively and welcoming culture, organizing engaging activities, and fostering a warm sense of community. If you are passionate about enhancing the lives of older adults and have a knack for program development and execution, this role is your chance to make a lasting and positive impact in people's lives.

The Program Manager will be responsible for implementing a creative calendar of events which includes an array of educational, informational, intergenerational, nutritional, social, recreational and wellness programs. This position will assist the Director of Community Services, Chester and Montgomery Counties, plan, implement, and evaluate programs. The Program Manager will work closely with a part-time Program Assistant and a part-time Receptionist.

Although each day is different, the goal is the same: for our active and engaged over-55 members to have a rewarding experience whether they are visiting for a fitness class, for lunch in our cozy table service cafe, or for a full day of clubs, lifelong learning, and entertainment. We emphasize building relationships, whether the program is in person or live streamed through Zoom.

PRINCIPLE DUTIES AND RESPONSIBILITIES

- Assist Director of Community Services in creating, managing, and evaluating in person center based and virtual programs.
- Serve as primary Manager on Duty for the Bryn Mawr site.
- Responsible and accountable for the daily programs, activities, and overall experience for seniors.
- Work collaboratively with the Program team to plan, implement, assess, and adjust new programs/activities and services for participants, ensuring the highest standards from start to finish.
- Responsible for daily lunch program, ensuring meals prepared, and served on time; proper staffing and volunteer support is in place; and health and safety regulations are being met at the highest level.
- Develop and seek out volunteers and meaningful volunteer opportunities for Center programs. Maintains monthly volunteer schedule, adjusting as needed.
- Assist with reporting attendance for insurance reimbursement.
- Flexible schedule to assist with Special Events which may occur periodically outside of regularly scheduled work hours.
- Able to demonstrate proficiency in Copilot (Surrey's database) within eight weeks of hire.
- A detailed job description is available to applicants from Surrey's HR Director.

QUALIFICATIONS, SKILLS & ABILITIES

- Prior supervisory/management experience.
- Demonstrated ability to think strategically.
- Experience with long term planning.
- Excellent customer service skills, with emphasis on listening to concerns, responding with kindness.
- Strong communication skills (both oral and written).
- Excellent organizing skills and attention to detail.
- Strong work ethic and positive attitude.
- Creative and cheerful demeanor.
- Ability to multi-task, problem solve, work independently, and make appropriate decisions in a timely manner.

- Reliable and punctual.
- Knowledge of Copilot or similar CRM software, or ability and willingness to learn.
- Expertise with Microsoft Office Suite including Word, Excel, and Outlook.
- Ability to create, update, and maintain various types of information in Excel and other databases and software.
- Proficient in using and troubleshooting Zoom issues, including guiding members over the phone in how to resolve their Zoom problem, or ability and willingness to learn.

REQUIREMENTS

- Bachelor's degree or previous equivalent experience in relevant field.
- Education Degree or teaching experience a plus.
- Must be a licensed driver with reliable transportation.
- Ability to lift and/or move 30 lbs.
- Able and willing to become certified in First Aid/CPR, Food Manager (ServSafe) Certificate, and other certifications as needed and required.

Job Type: Full-time

Pay: Competitive

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Referral program
- Vision insurance

Experience level:

- 3 years

Schedule:

- 8 hour shift
- Monday to Friday

Work Location: In person