

**Job Description (October 2017)  
Program Manager**



**BACKGROUND**

Blessings in a Backpack (BIB) mobilizes communities, individuals and resources to provide food on the weekends for elementary school children across America who might otherwise go hungry. Each week of the school year, BIB and its thousands of volunteers and partners send a bag of food home with children who, during the week, are fed by the free and reduced meal program. During the 2016-2017 school year, approximately 93,000 children at over 1,000 schools nationally received a BIB bag each week. In metropolitan Chicago, BIB served over 5,500 children in 64 schools.

**POSITION SUMMARY**

The Program Manager (PM) is a support resource to Blessings in a Backpack (BIB) volunteer Program Coordinators (PCs) that oversee local program delivery. The PM ensures volunteers have the tools necessary to engage their community, fundraise and feed as many children as possible in their community. PMs act as a liaison between volunteers and the national office, engaging BIB team member's expertise as needed.

**POSITION LOCATION**

Working out of BIB's downtown Chicago office, the Program Manager—Metropolitan Chicago will primarily cover Chicago-area (city and suburbs) programs.

**RESPONSIBILITIES**

*New Programs*

- Provide PCs with a copy of *Program Coordinator Essentials: Operating Manual for Managing a Backpack Program*
- Review Operating Manual and PC Toolkit with new PCs to ensure they have an understanding of available resources
- Obtain volunteer and school information and signed Memorandum of Understanding (MOU)
- Identify food vendor and facilitate logistics
- Work with PC on establishing the fundraising plan to support the children served in the BIB program

## *Existing Programs*

- Maintain open and consistent communication with program volunteers and schools through regular communications (minimally three times per school year) to:
  - Understand how the program fundraises
  - Support PCs with fundraising efforts (primarily through phone support, ideas through BIB toolkit, Blackbaud NXT tools). Attend major local fundraising events when feasible, considering time and travel expense
  - Understand the number of children funded vs. total need
  - Review food vendor costs to project annual need and ensure spending in accordance with national guidelines
  - Monitor fund balances and adequacy of funding for the balance of the year
  - Ensure that programs do not create fund deficits unless there is a clear and proven future funding source
  - Coordinate with PCs to reduce the number of children fed or scheduled program delivery, if needed, before fund deficits occur
  - Encourage PCs to move to preferred food logistics solutions (currently under development)
- Ensure program volunteers have access to their financial statements and donor activity reports in Blackbaud NXT
- Update program information; contacts, headcount, food vendor, etc. as needed in Blackbaud
- Provide Director of Program Operations (DPO) with required monthly and quarterly reports
- Support annual volunteer survey, working with DPO
- Annually review and update menus, MOUs, and program volunteer contact information
- Facilitate and attend program volunteer meetings/conferences

## *Additional Responsibilities*

- Work with fund development department on program-based grant reporting
- Identify program sites for corporate packing events
- Special projects for Chief Program Officer as needed
- Collaborate with staff on projects as assigned

## **SKILLS/QUALIFICATIONS:**

- Three - five years relevant experience such as customer service
- Bachelor's degree preferred
- Must possess outstanding written and verbal communication skills for an audience including but not limited to staff, corporate and community leaders, private sector sponsors, donors, policy makers, and high profile individuals
- General office software, particularly Microsoft Office Suite (Word, Excel, etc.)
- Prior Blackbaud experience a plus
- Organization
- Time Management
- Presentation Skills

**POSITION REPORTS TO:** Jenny Scherer, Director of Program Operations. Will also interact with Chief Program Office Susan Kane

## **BENEFITS**

Medical Insurance, Dental Insurance, Paid Personal Time, Paid Holidays, FSA Plan, 403(b) Plan.

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