



**Florida Introduces Physical Activity and Nutrition to Youth**

<b>Position Title:</b>	<b>Program Manager Operations and Outreach</b>
<b>Reports to</b>	Senior Program Managers (Physical Activity Senior Manager and Nutrition Education Senior Manager)
<b>Department:</b>	Wellness
<b>Position Type:</b>	Full-time, Exempt
<b>To apply contact</b>	Send resume and cover letter to Rose Shin at rshin@flipany.org

FLIPANY is a 501c (3) non-profit, community-based agency that serves to foster healthy lives through nutrition education, physical activity programs and wellness initiatives. FLIPANY is proud to service the South Florida Community (Miami-Dade, Broward, and Palm Beach County). Our innovative programs fight childhood obesity and hunger by focusing on healthy food preparation, food security, physical education, and access to food.

**Position Overview:**

The Program Manager Operations and Outreach (PM) works with the Senior Program Managers (SPMs) in the Wellness Department (Nutrition Education and Physical Activity Programs). The PM will work to facilitate the process of securing Nutrition Education and Physical Activity programming. This position is responsible for scheduling and recording all classes and community events. This is a key position in the leveraging of FLIPANY's resources and execution of activities regarding FLIPANY's community nutrition education and physical activity programs. The PM is also responsible for assistance with fundraising events and administrative duties that support the agency's fundraising and program efforts. This position requires a highly motivated person who has the ability to develop and implement action plans, adhere to realistic timelines, and successfully handle multiple projects and deadlines. Position requires a detail-oriented self-starter capable of working independently in a fast-paced, diverse environment and someone who excels at providing excellent customer service.

**Responsibilities include, but are not limited to:**

**OPERATIONS:**

- Utilize Kickserv to organize sites, schedules, contacts, estimates and invoicing
- Monitor projected schedule for upcoming classes to ensure staffing needs and project requirements are met;
- Support SPMs as needed in the operations of grant funded programs within the Wellness Department: such as scheduling, data entry, data management, and other logistical functioning;
- Ensure onboarding, including orientation of independent consultants, intern, and volunteer is conducted;
- Assist SPMs in recruiting, hiring, and communicating to independent consultants as needed;

**OUTREACH:**



- Manage all revenue generating programming operations: such as site contact, logistics, staffing, generating new business, invoicing;
- Increase programming with already existing clients, outreach and recruit new clients;
- Work with the Development Department to increase revenue and programming under the guidance of the SPMs for the Wellness Department;
- Increase revenue of sales within programming;
- Accurate operation and management of Kickserv software: such as inputting site information, staffing information, scheduling, assigning staff, and invoicing;

#### **SUPERVISE PROGRAM ASSOCIATE**

- Delegate responsibilities and activities as needed for efficient department operations;
- Monitor, manage, motivate, and maintain associate performance to maximize optimal productivity within the department and FLIPANY;
- Create work plans and evaluation of associate.

#### **QUALITY ASSURANCE/DATA MANAGEMENT:**

- Assist management with Quality Assurance policy adherence, disciplinary actions, and documentation ;
- In conjunction with the Senior Program Managers, monitor site satisfaction; develop an understanding of various site needs, strengths and weaknesses to best cross sell services and create appropriate recommendations for future programming; ability to discuss these recommendations with an in house management team;
- Monitor receipt and accuracy of data submitted by nutrition and physical activity staff and consultants;
- Create reports as needed by Executive and Senior Management Staff;
- Ability to identify and request missing information from staff and consultants and act as a liaison between these independent contractors and FLIPANY management;
- Supervise the distribution and collection of relevant paperwork to sites, and ensure accurate completion of forms upon receipt (includes release/waivers, student information, and sensitive information);

#### **Required Knowledge, Skills, and Abilities:**

- Ability to effectively market a program and pursue opportunities;
- Ability to work logically and systematically, with excellent time management and flexibility in schedule;
- Ability to work well as a team, and independently;
- Problem solving skills and an ability to think laterally while offering creative solutions;
- Excels at communication within the company to facilitate scheduling of staff/contractors from within different departments working toward a common goal; delivers accurate internal documentation and communicates flawlessly with internal team and multiple supervisors;



- Critical thinking skills allowing for proposals of systems changes, or methods of enhancing systems that improve in house logistics, scheduling, staffing, training, and orientation.
- Ability to organize information in a clear and logical manner.
- Ability to meet short deadlines and willingness to work additional hours during deadline periods;
- Ability and willingness to work occasional evenings and weekends for the purposes of meeting specific deadlines, community outreach activities, and/or fundraising events.

## **QUALIFICATIONS**

- Bachelor's Degree required, Master's degree preferred
- 2 -5 years' work experience in logistics/sales/employee relations, highly preferred.
- Expertise with Microsoft Windows suite of applications, including Office 365.
- Experience in logistics, planning, or data management.
- Familiarity with mid-level management responsibilities
- Familiarity with on boarding procedures
- Familiarity with KickServ software program preferred or other similar software systems.

FLIPANY reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employee relationship remains "at-will." The aforementioned job requirements are subject to change to reasonably accommodate qualified individuals with disabilities.



**FLIPANY is a Drug Free Workplace and Equal Opportunity Employer**