**Program Manager**

***About PeopleFund.*** PeopleFund is a non-profit Community Development Financial Institution serving entrepreneurs in the State of Texas, and Veteran entrepreneurs nationally. We have a mission to create economic opportunity and financial stability for the underserved by providing access to capital, education, and resources in order to support healthy small business growth. Our vision is to be the premier non-profit lender in our space, and we execute our mission through values of service before self, integrity, and excellence in all that we do.

Primarily, PeopleFund serves small business owners through loan capital, both government-guaranteed (SBA) and other sources. PeopleFund also provides education and resources for clients both pre- and post-loan as a strategy for ensuring our clients are successful. In addition, we also have strong New Markets Tax Credit involvement, are the fiscal agent for a national Veteran lending collaborative – VET, LLC, and run several special projects and programs. Our goal is to ensure that everyone has the opportunity to achieve the American dream.

***About the Role.*** PeopleFund is seeking a dynamic, proactive, and performance-oriented individual to serve as a Program Manager for our organization. This role will focus on the development, management, and evaluation of both internal and external programs. This may include a variety of the following functions: providing managerial support to direct reports, project management, program development, performance management, program evaluation, data management and reporting, and partner, contract, and vendor management. The individual filling this role must be able to work with a high level of initiative and autonomy in order to fulfill responsibilities. This role also provides supervision to 4+ direct reports.

***Job Duties.*** This role will focus on the following primary responsibilities:

* Serves as one of the primary points of contacts for external partners including government, small business support organizations, business development organizations, and CRA
* Initiates the design of programs with the Program Team, both internal and external
* Works with the Director of Training and Education to develop program goals and outcomes and design effective metrics for evaluation
* Administers evaluation and assessments to measure the effectiveness of programs in meeting set goals and outcomes
* Liases with the Director of Training and Education to request sponsorship, budgetary changes, supplies, materials, and partner proposals/MOUs
* Manages program budgets effectively
* Ensures partner database is effectively maintained
* Provides performance management to direct reports, including, but not limited to: training or training coordination, 1-1 and team meetings, performance measurement, evaluations, and improvement
* Assists with reporting on technical assistance and program activities to support monthly reporting on team goals, quarterly reporting to partners, the annual report, and any grant or contract report
* Maintains a working knowledge of ongoing small business opportunities and resources
* May be required to attend events and engagements both during normal working and outside of normal working hours
* Track set metrics for job evaluation and community impact monthly
* Maintain accurate records on cloud server
* Other duties as assigned

***About You.*** PeopleFund seeks the following qualifications in a desired candidate:

**Experience.**

* 2+ years of program development
* 1+ years of program evaluation
* 1+ years of management experience or performance management
* Experience managing partner, vendor, and contractor relationships
* Experience with compliance management
* Experience with client case management
* Proficient in Microsoft Office 365

**Education.**

* Bachelor’s degree in business administration, communications and events, or a related field

**Professional Qualities.**

* Detail-oriented
* Flexible and adaptable to continuous change
* Able to manage multiple responsibilities within the role
* Meets deadlines in a fast-paced environment
* Willing to work remotely and autonomously, if needed
* Fosters strong team and interdepartmental communication
* Tech-forward
* Approaches work challenges with a positive attitude
* Helps to foster a culture of evaluation and improvement
* Skilled in technical writing and data management and has the capacity to manage administrative reports

**Preferred.**

* Bilingual
* Specific experience working with small business support organizations

**Type of Position:** Full-time (exempt)

**Hiring Tier:** Proficient

**Supervisor:** Director of Training and Education

**Main Team:** Training and Education

**Sub-team:** Programs

**Travel:** Up to 50% of the time

**Compensation:** DOE

**Potential Career Pathway:** Program Coordinator – Program Manager – Sr. Program Manager – Asst. Director of Programs – Director of Programs – Asst. Vice President of Programs – Vice President of Programs – Chief Program Officer

***Key Performance Indicators (KPIs).*** The metrics listed below are helpful in determining how your performance in this position will be evaluated:

* Effective performance management
* 10%> missed budget milestones
* 95% partner satisfaction rating
* 95% on-time project/program completion rate (team goal)
* 10%> of program/project milestones missed (team goal)
* 1,500 Technical Assistance activity hours logged per quarter (team goal)
* 85-90% customer satisfaction rating on post-assistance surveys (Net Promoter Score or NPS) (team goal)
* 85-90% employee satisfaction rating (Net Promoter Score or NPS)
* 12+ loan conversions annually totaling $500,000 (team goal)
* Client engagement increases by 30% EOY 1, and consistently after (team goal)
* 45,000 individuals served by EOY 1 (team goal)

\*May be additional KPIs set per project/program

***Benefits.*** PeopleFund provides the following benefits for employees:

* Medical, dental, vision, and life insurance (PeopleFund pays 100% of the base medical insurance premium for the employee)
* Paid time-off earned each pay period (starts at 120 hours annually)
* 11 paid holidays annually
* Flexible work schedules and the ability to manage your own schedule
* Work from home or PeopleFund office supported
* Use of the company vehicle for work-related purposes
* Flexible Spending Account (FSA) and Health Savings Account (HSA) available for qualifying medical plans and expenses
* Dependent Child Care Spending Account available to employees who qualify
* 401(K) retirement plan with 4% employer match
* Monthly cell phone allowance $50.00 - if configured and used to receive and send PeopleFund calls and emails on a personal device

**To apply for this position, please upload a resume and cover letter to:** [**https://peoplefund.org/employment/**](https://peoplefund.org/employment/)**.**