



**TO APPLY:** Please send resume to [ewright@acerinc.org](mailto:ewright@acerinc.org)

**POSITION: PROGRAM MANAGER**

**Organizational Description**

Started in 2008, African Career, Education & Resources (ACER) started to bring the collective community together to discuss issues and concerns impacting the African immigrant and refugee communities. It was quickly understood that in order to tackle issues and concerns, the community needed to address root causes of the challenges facing the community.

ACER believes African immigrants understand complex issues and know their communities best. They elevate the voices of the community and build bridges between residents and policy-makers so that they are represented at all levels of the advocacy process. ACER builds community through four impact areas:

- Civic Engagement
- Economic Development
- Health Equity
- Housing Justice

Mission: *ACER is the leading issue-based community organization working to uplift and amplify the African Diaspora to build power for systemic change that advances racial and economic equity in our communities.*

Values: *Our vision is a transformed system, free from racial and economic inequities where African Diaspora communities can thrive and lead prosperous lives.*

**Organizational Culture**

In a transformative organization, ACER believes that the overall strategies should be owned by every single person in ACER. As such, it is the responsibility of all staff to understand the overall mission, vision and direction of the organization. One must be accountable to their own work and responsibilities, while supporting and coaching each other to produce high impactful and innovative strategies for the overall success of the organization. This means taking ownership of the organization as a whole. Which means that up to 20% of your role may include stepping up, taking charge, rolling up your sleeves and supporting other impact areas in the organization, understanding that organizing and transformational work must happen at all levels for justice to occur.

**Position Overview**

ACER seeks an impactful Program Manager to oversee the strategic direction of all programs and services associated with a particular impact area. The Program Manager will lead the planning, execution, development, and evaluation of programs and services, ensuring programs and services are quality, community driven, equitable, and represent the multicultural communities of the people it represents. The Program Manager should be able to tell the stories of the community, collect qualitative and quantitative data to ensure the organization is making an impact on the community. Additionally, the Program Manager is responsible and accountable to all program outcomes and expectations as it relates to funders guidelines. This position reports directly to the Associates Director.

The focus of this Program Manager will be under the Economic and Community Development impact area. In this area, Program Manager is responsible for cultivating, supporting, guiding, and coaching new business owners in Brooklyn Park, Brooklyn Center, and surrounding areas. Utilizing a case management tool and guide, the Program



Manager sources out clients, supports them through their business and economic ventures, and supports their needs by finding community resources to support their growth. Program Manager is responsible for all case noting in Powerbase (org. CRM), utilizing a guide/checklist through the case file cycle, utilizes data and feedback from business owners and entrepreneurs to guide decisions, and acts in a high impactful manner to support their needs.

**Position Information**

<b>Title:</b>	Program Manager (Economic and Community Development Focus)
<b>Supervisor:</b>	Associates Director
<b>Hours:</b>	40+ hours
<b>Location:</b>	6800 78 <sup>th</sup> Avenue N. Brooklyn Park, MN 55445
<b>Salary Range:</b>	\$65,000 - \$70,000

**Job Responsibilities:**

Program Management

- Oversee the day-to-day operations of all programs and services initiatives related to the impact area
- Ongoing community assessment and engagement to develop programs and services as it relates to the needs of the community
- Build and cultivate relationships with community members as it relates to issues and concerns
- Identify issues and concerns that impact the community and be able to articulate these issues and concerns with leaders, funders, staff, and the community
- Support all organizing initiatives that impacts all areas of the organization and needs of the community
- Manage all events and activities pertaining to impact area
- Manage and develop all software and/or systems that store necessary client and community information
- Develop monthly and annual goals and hold team accountable to meeting program outcomes
- Develop monthly and annual program assessment and evaluation tools on impact and quality of programs and services
- Partner with the Executive Director, Associate Director, and the development team to create fundraising strategies to raise funds to support program initiatives
- Ensure that all grant outcomes are met based on funders expectations
- Complete all grant reports and applications as it relates to the day-to-day operations

Staff Support and Engagement

- Provide coaching and mentoring to staff members as it relates to their day to day roles and responsibilities
- Provide and create professional development opportunities to support the growth and development of team members
- Create a team culture build on trust, accountability, and engagement
- Support staff in the planning, coordination, and development of events, strategies, community meetings etc.

Organizational Transformational Culture

- In partnership with the Executive Director, Associate Director and other managers, develop overall organizational strategies to support the overall growth of the organization
- Support other directors in their areas of oversight



- Develop cross-program/departmental strategies to cultivate strong organizational directions
- Develop a balanced and engaged organizational culture among community, partners, and staff
- Build relationships with funders, community leaders, and governmental agencies on the overall goals and vision of the organization

#### **Job Qualifications**

- Bachelor's Degree is highly preferred. 5+ years of progressive non-profit leadership experience will make up for a Bachelor's Degree.
- Preference given to someone who speaks a second language
- 10+ years of experience leading an organization in an executive position
- 5+ years of experience working with diverse communities, especially with those in immigrant and refugee communities
- Candidate must have exceptional communication skills with high attention to detail
- Strong organizational and time management skills
- Knowledge of the Microsoft Suite - Words, Excel, PowerPoint
- Knowledge of the google gmail platform
- Experience developing training manuals via Words or PowerPoint
- Ability to build and cultivate relationships

**Please send resume and cover letter to Elizabeth Wright at [EWright@acerinc.org](mailto:EWright@acerinc.org) with the following subject line: Your name-Program Manager (Economic and Community Development Focus)**