



Program Manager Job Description

About Wenatchee Valley Dispute Resolution Center:

Wenatchee Valley Dispute Resolution Center (WVDRC) is a nonprofit 501(c)(3) organization serving Chelan and Douglas counties and dedicated to changing relationships through peaceful conflict resolution. Together with our team of volunteer mediators, the WVDRC provides cost effective mediation services, conflict resolution training, and community education.

About the Position:

The Program Manager develops and manages the variety of programs and services offered by Wenatchee Valley Dispute Resolution Center, working closely with the Executive Director to oversee, coordinate, and support the organization of programs, projects, grants, events, and other activities as well as carry out important operational duties. The Program Manager is organized and detail-oriented, comfortable working with diverse teams, and works a flexible schedule.

Requirements & Experience:

AA or BS/BA degree required
2-5 years of experience supervising staff, programs, and services
Bilingual in Spanish encouraged
Willingness to learn mediation skills

Essential Duties and Responsibilities:

Program Services Development & Management – Oversee, coordinate, and refine program services; staff and volunteer coordination; and community outreach programs to maximize impact and efficiency.

- Coordinate with the Executive Director and other staff by performing a variety of duties in support of program development, implementation and supervision
- Ensure the integrity of sensitive information and the efficiency of program implementation by maintaining and improving policies and procedures.

Data & Reporting – Collect, analyze, and present program metrics to inform strategic decisions and ensure compliance with grants and funding requirements.

- Research, compile, record, or otherwise gather data or information and prepare reports with information necessary for decision-making
- Develop well-defined outcomes, meaningful metrics, and program accountability by developing and maintaining enhanced quality management systems

Technology & Communication – Utilize digital tools effectively to manage program data, outreach efforts, and administrative tasks.

- Use software applications for word processing, spreadsheets, databases, graphics, or scheduling to maintain and develop program procedures, communication, materials, and reports
- Manage and respond to incoming communications via phone or email in support of volunteers, community partners, media relations, social media etc.
- Ensure technology is used correctly for all operations (video conferencing, presentations etc.)

Stakeholder Engagement – Build and strengthen relationships with volunteers, donors, and community partners through strategic communication and event coordination.

- Help build positive relations within the team and external parties
 - Respond to and refer inquiries
 - Greet program participants and volunteers
 - Provide assistance and information to public
 - Provide scheduling and agenda support for staff, volunteers, and program participants
- Coordinate meetings and events, including event planning, set-up, and execution.
- Identify, build, and/or maintain strong relationships with consumers, staff, volunteers, community partners, and potential donors

Operations & Budgeting – Support financial planning, monitor expenditures, and help develop sustainable funding strategies.

- Support organization growth and program development
- Assist in the development of, and responsible for monitoring program budget and related revenues and expenditures
- Monitor funding and data collection of all program-related reporting and documentation

Other duties, responsibilities, and activities may change or be assigned at any time with or without notice

Skills:

Leadership & Collaboration – Proven ability to manage teams, support volunteers, and foster an inclusive, mission-driven environment

- Excellent customer service skills
- Proven experience as manager, director, or relevant position
- Experience supervising staff and supporting volunteers
- Ability and interest in learning new skills and professional development

Tech Proficiency – Experience using digital platforms for administration

- Tech savvy, proficient in Microsoft Office, Google Suites
- Experience or interest in learning online business tools, event management, form creation, social media management, digital marketing, and e-signature services.

Strong Communication & Public Relations – Ability to craft compelling messaging, respond to inquiries, and represent the organization professionally and positively.

- Ability to work with diversity and multi-disciplinary teams
- Outstanding verbal and written communication skills

Detail-Oriented & Organized – Adept at balancing multiple tasks with efficiency and precision.

- Detail-oriented and efficient
- Excellent time-management and organizational skills

Working Conditions & Physical Requirements

The position is based in an office environment but requires travel to events and errands including outreach, training, community networking, and meetings. There is frequent contact with the public in a variety of ways including in-person, phone/email/virtual, indoors, and outdoors. Some travel out of Wenatchee may be required for program needs or training. Some evening and weekend work required.

While performing the duties of this job, the employee is occasionally required to lift and/or move up to 25 pounds. The employee is regularly required to sit at a computer for long periods of time; walk; use hands to finger, handle, or feel; bend and reach with hands and arms; and talk or hear.

Notes

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Wenatchee Valley DRC believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of the company.