

## Program Manager, Enrichment and Wellness

**DEPARTMENT:** Lifelong Learning

**REPORTS TO:** Director of Lifelong Learning

**FLSA STATUS:** Exempt

**LOCATION:** Northfield, IL

**PT/FT:** Full-time

**SUMMARY:** Manage and coordinate Lifelong Learning enrichment, wellness, and recreation programs. Program Manager serves as an ambassador to the community for North Shore Senior Center.

### **DUTIES AND RESPONSIBILITIES:**

- Manage programs in select categories, including enrichment, wellness, education, and recreation
- Coordinate existing and develop new programs to meet customer interest
- Manage program costs and fees
- Quality control of programs, including evaluations and program analysis
- Manage program logistics, including scheduling rooms, monitoring set up and equipment, attendance, evaluations, scheduling volunteer
- Develop new program initiatives to respond to emerging trends and changing demographics, including expanding programming to evenings.
- Track and analyze program outcomes through performance benchmarks, evaluations and customer feedback
- Instructor relations - Research and hire new instructors, serve as liaison to instructors, schedule courses, negotiate fee and program agreement with instructors to fill program needs.
- Train, schedule, and manage volunteers to assist with programs
- Work with Director of Lifelong Learning to promote programs to a wide potential audience. Create program descriptions to include in program catalog create flyers, and other promotional methods
- Assist with catalog preparation and production
- Coordinate program logistics, including room reservations and set up
- Build positive relations with all participants and members through excellent customer services
- Other duties as assigned by supervisor

### **SUPERVISORY RESPONSIBILITIES:**

- Directly supervises volunteers and contract instructors

### **QUALIFICATIONS:**

- Experience coordinating adult education programs and activities
- Bachelor of Arts Degree or applicable skills for older adult programming
- Ability to work well with older adults
- Ability to work independently and manage oneself, with minimal supervision, to successfully meet goals of position

- Flexibility and interpersonal skills
- Knowledge of basic computer programs, including MS Word, MS Excel, Outlook, Internet applications, and ability to learn enrollment management system
- Working knowledge of all audiovisual and computer equipment used by presenters/teachers, or ability to learn
- Strong organizational skills, attention to detail
- Commitment to organization's mission
- Team player

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To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto:hr@nssc.org).

*EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.*