



United Way of Central New Mexico
JOB ANNOUNCEMENT

Program Manager, Center for Nonprofit Excellence

Are you passionate about supporting nonprofits in meeting their missions? Are you a highly skilled manager who can juggle competing priorities and deadlines? Are you inspired when you can provide education, support, and motivation for others to take action? Do you want to work with a small, innovative, respectful, highly mission-focused team? If you answered yes, then please consider applying for the Program Manager position with the Center for Nonprofit Excellence at United Way of Central New Mexico.

How to apply:

Please submit cover letter and resume to: applicant@uwcnm.org.

Overview

The [Center for Nonprofit Excellence](#), a program of United Way of Central New Mexico, strengthens the capabilities and capacity of nonprofits so they can more effectively achieve their missions. UWCNM is a local nonprofit organization serving Bernalillo, Sandoval, Tarrant and Valencia Counties. We are a dynamic fundraising and community impact organization.

The Program Manager oversees the knowledge building activities at the Center for Nonprofit Excellence. Core responsibilities include integration of training, information and assistance inquiries, and online nonprofit business management content. Expectations include effective communication, collaboration, management, analyzing and sharing evaluation results, and continuous improvement.

Responsibilities

- **Education Program Management**

Increase knowledge, build skills, and motivate people to take action to improve their effectiveness as a nonprofit staff member or volunteer. As a professional, self-directed manager, develop training program and explore other learning models that encourage reflection and change. Demonstrate flexibility and the ability to learn from your experiences. Guide our understanding of education program results.

- **Information and Assistance Services**

Services are designed to provide the resources and direction nonprofit staff or volunteers need to answer various operations and management questions. Listen, seek to understand, troubleshoot and provide relevant assistance to the nonprofit community. With an eye for consistency, ensure guidance provided, trainings offered, and online content line up.

- **Strategy and Community Relationships**

Building respectful internal and external relationships is the foundation of our reputation and accomplishments. Staff meetings are a balance between strategy and process and always include laughter and sometimes include chocolate.

- **Website and Database**

As a program that focuses on gathering feedback from our constituents and process improvement, we regularly document and update procedures and adjust our tactics, especially regarding the website and education programs.

- **Work Study**

We hire work study employees to support our data management and online presence. Effectively onboarding, coaching, and setting clear expectations leads to highly engaged and successful work study employees.

- **Marketing/Communications**

Marketing is a team effort at CNPE; led by our Communications Specialist, we engage with each other on strategy as well as reviewing and editing content.

Education Required

A Bachelor's degree is preferred. A minimum of five years of demonstrated successful staff, volunteer leadership, or consulting experience in the nonprofit sector may be accepted in place of a Bachelor's degree.

Experience Required

Candidates need to understand the nonprofit sector and be able to apply their experience as a nonprofit staff member, volunteer leader, or consultant. Experience in and knowledge of adult learning is needed. An understanding of the complexities of building organizational capacity is desired. We are looking for someone who can work well in a collaborative, adaptive environment yet be self-directed. The ability to clearly communicate with a wide variety of audiences (verbally and in writing) is required. Highly developed time management is essential. Ability to develop and manage projects from start to finish is necessary. Interest in data analysis and making meaning from data is important, as is the curiosity to learn from evaluation activities. Proficiency in Microsoft Office is needed. Experience with CMS and CRM systems preferred.