



Programs & Services Manager

Job Description – May 2021

Classification: Exempt

Wage Type: Salary

Reports to: Executive Director

Summary/Objective

The River District Association (RDA) is an independent 501(c)(3) corporation established in 1999 to promote the businesses, attractions and history of Danville's downtown community that is now enthusiastically called the *River District*. The RDA works closely with the City of Danville to maintain Accreditation with the Virginia Main Street and National Main Street Center Programs.

Guided by the National Main Street Center's Four-Point Approach, the RDA develops transformation strategies that contribute to River District revitalization and that increase demand for River District products and services. The RDA seeks a full-time Programs and Services Manager to work with the Executive Director to oversee the execution of strategies that relate primarily to economic development, community planning, entrepreneurship, and property development (also known as the Design and Economic Vitality points in the Main Street America Four Point Approach©)

Essential Functions

- Co-ordinating, implementing, and managing programs and activities in accordance with the strategic plan, mission, and goals of the organization as assigned.
- Managing your budget and operating plan for the programs and services you are responsible for.
- Evaluating and assessing program strengths and identify areas for improvement.
- Ensure stakeholder, partner, and customer satisfaction in all exchanges and transactions.
- Analyzing program risks and implementing and managing changes and interventions to ensure project goals are achieved.
- Exceptional and thoughtful written and verbal communication skills.
- Producing accurate and timely reporting of program status, ROI, and KPI's throughout its life cycle.
- Working thoughtfully and purposefully to ensure programs and services are broadly inclusive and engender diversity in all elements of our organization.
- The ability to Think Big and believe that change is not only possible, but inevitable.
- The desire to be a leader – to make a positive difference in our community and work as a team with RDA staff and area partners and stakeholders.

Interaction

This position will work to execute assigned programs and services for the River District Association but will interact with other entities daily. Knowledge of all programs, work plans, and events will be key for the successful implementation of this position. The Programs and Services Manager is expected to assist with additional programs, meetings, and events as part of the RDA staff team on occasion.

Qualifications:

- Bachelor's degree and 4-years of experience in marketing, administration, management, and implementation of community and/or economic development programs. Experience in downtown revitalization, historic preservation, property development, entrepreneurship, financing, community planning or development, managing community programs or services, or similar background may be considered in-lieu of education.
- Experience in collaboration and building partnerships with other entities
- Capable of working and researching independently with limited supervision.
- Capable of adapting to flexible hours during special projects.
- Strong organizational, problem-solving, and time management skills.
- Excellent interpersonal and customer service skills, and the ability to work well with a variety of individuals.
- Strong experience in Microsoft Office Suite including Word, Excel, Publisher, and PowerPoint.

Exceptional Candidates will have additional experience in:

- Finance, Entrepreneurship, or Property Development Experience
- CRM/Project Management Systems/Dashboard Management
- Grant writing and Grant Management Experience (as grantor and/or grantee)
- Community Planning/Development
- Prior working experience with businesses, nonprofit organizations, local governments, and state agencies.

Supervisory Responsibility

This position has no supervisory responsibilities. This position will report to the Executive Director, with additional interaction with the RDA Staff team that includes the Communications and Events Manager and the Bookkeeper/Office Manager.

Work Environment

While performing the duties of this job, the employee regularly works in an open office setting. Employee will also work outside of the office on occasion, which may include being outside in varied weather conditions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In this position, the employee is required to have close visual acuity to perform an activity such as: preparing and analyzing data; typing and viewing a computer terminal. The employee will occasionally need to

lift equipment and office supplies up to 40 pounds. The employee is frequently required to sit, stand, talk and hear.

Expected Hours of Work

This position has regular office hours in our location at 208 N Union Street, Danville VA. In general, the normal workday is 9 AM until 5 PM Monday through Friday, however duties of this position will require the incumbent to be available beyond the traditional work hours for some programmatic activities. This is a salary position requiring a minimum of 40 hours per week for most weeks of the year.

Travel

Local travel to various partner businesses and event venues, as well as travel outside the area for conferences and training opportunities.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply

Please email your resume and cover letter, Attn: Diana Schwartz, River District Association to Diana@riverdistrictassociation.com along with salary requirements; references will be required once an interview is scheduled. Resumes will be accepted until the position is filled. Full-time RDA employees are eligible for paid holiday and leave time, health insurance, and retirement matching. **No phone calls, please.**