

# Milwaukee Community Sailing Center is seeking a Program Manager

We are looking for a Program Manager to be responsible for organizing programs and activities for the Sailing Center. The Program Manager is responsible for the identification, development, implementation and supervision of sailing programs which promote the MCSC mission: promoting sailing and making Lake Michigan available for sailing for all segments of the general community. The Program Manager directly supervises a seasonal staff of instructors, volunteer instructors, and assists with supervision of Dockmasters. Responsible for ensuring the safety of all participants in the MCSC programs and supervising MCSC employees involved with the delivery of sailing programs. The position reports to the Director.

The Program Manager must possess excellent communication and supervisory skills, maintain a US Sailing Instructor Trainer Certification and maintain a Red Cross CPR/FA and AED Instructor certification.

All interested applicants are advised to email a letter of interest, current resume, references, and salary expectations to [holly@sailingcenter.org](mailto:holly@sailingcenter.org). **Applications will be accepted until Friday, July 20, 2018 or until the position is filled.**

## Detailed Program Manager Job Description:

### Program Management

- Responsible for the identification, development, implementation and supervision of sailing programs which promote the MCSC mission. This includes:
  - Develop, review and evaluate existing programs (summer, winter, adult, youth, STEM and adaptive programs).
  - Develop, implement and maintain program standards while ensuring programs and fleet meet all applicable program standards and continue to reflect trends in sailing education.
  - Manage evaluation program for all classes. Use feedback of data and members to determine areas of strength and weakness and based on those evaluations, recommend, develop and implement necessary changes.
  - Perform risk management for all programs, implementing mechanisms to ensure safety of MCSC program participants and ensure all programs comply with highest level of safety.
  - Meet or exceed the expectations and goals of the annual planning process and annual budget plan.
  - Monitor equipment for ongoing needs / safety / coverage.
  - Serve as a liaison between adult and youth members, parents, sponsors, schools and all other participants and community organizations.
  - Supervises the collection of and recording of data on the operation of the sailing programs for the purpose of analysis, reporting and planning.
  - Schedule and manage boat rides and private lessons.

### Staff Management

- Responsible for hiring and firing decisions of direct reports (instructors, volunteer instructors).
- Annually develop and implement staffing plan for programs at MCSC. Recruit, interview, hire, and train new employees.
- Manage the work activities of staff, including training, preparing schedules assigning work duties, evaluation of staff and volunteer instructor performance and providing performance coaching and development.
- Develop and implement with support of Director and the MCSC Board the departmental policies, goals, objectives, and procedures. Ensure communication and documentation of policy for employee education and adherence to standards. Monitor to ensure compliance to policies. Enforce consistently with authority to discipline/ terminate with appropriate review.
- HR of employees including maintenance of personnel files, paperwork, policies, and procedures.
- Develop appropriate training paths for staff in US Sailing Instructors programs; Level 1, KB, PB, SAR and necessary CPR certifications.
- Plan and implement formal and informal volunteer recognition activities to recognize the contribution of volunteers for MCSC.
- Work with staff to ensure effective, efficient delivery of programs.
- Monitor program activities on a regular basis and conduct evaluations. Use the evaluations to recommend effective changes. Staff input critical.
- Identify and evaluate risks associated with program activities and work to control risk. *Safety is our absolute priority.*
- Assist in developing and implementing departmental policies, goals, objectives, and procedures, including developing and updating the employee handbook as needed.
- Enforce rules and regulations of facility in order to maintain discipline and ensure safety.
- Oversee activities for all programs maintaining emphasis on 1. Safety 2. Fun and 3. Learning
- Supervise and schedule the Dockmaster staff.

### Volunteer Instructors (VI) Management

- Develop and implement protocol for potential volunteers to ensure the best matches between skills, qualifications and the interests of the volunteers and the needs of MCSC.
- Train and schedule volunteer instructor core.
- Monitor, evaluate and address improvements as needed.
- Plan and implement a process for evaluating that the VI procedures are being followed and records are maintained.
- Plan and Implement formal and informal volunteer recognition activities to recognize the contribution of volunteers for MCSC.

- Evaluate the risks associated with volunteer instructors and work to manage the risks.

## Equipment Management

- Responsible for ensuring development and execution of equipment monitoring program. Ensure equipment meets needs for programs and safe operations.
- Ensure that MCSC fleet is adequate to meet the needs of the programs. Deficiencies should be anticipated and ideas/proposals brought to the Board of Directors through the Director.

## Financial and Board Collaboration:

- Achieve financial objectives and goals as assigned annually.
- Provide monthly updates on all programs, goals and financial results to Director and Board of Directors. Participate in Board of Director meetings as requested.
- Serve as a resource and provide guidance to the committees which are responsible for activities related to Program Manager responsibilities. Assist the committees in developing a list of prioritized goals for the upcoming year.
- Collaborate/Assist, as assigned by Director fundraising/development initiatives such as annual year end appeal, Lobster Boil, etc.
- Performs other duties and assumes such responsibilities as may be assigned by Director or Board of Directors through the Director.

## Preferred Experience

- Demonstrated ability to lead and motivate staff, 1+ years Supervisory experience.
- 3-5 years sailing instructor experience with a diverse fleet.
- Excellent written/oral communication skills.
- US Sailing Instructor Trainer Certification.
- Red Cross CPR/FA and AED Instructor certified.

All interested applicants are advised to email a letter of interest, current resume, references, and salary expectations to [holly@sailingcenter.org](mailto:holly@sailingcenter.org). Applications will be accepted until Friday, July 20, 2018 or until the position is filled.