

Position Title: Program Manager

Exempt Status: Exempt

Reports To: Executive Vice President of Member & Investor Engagement

Overview: The Greensboro Chamber of Commerce (Chamber) is the largest business organization in the Triad and serves as the principal economic and community development organization in Greensboro. We accomplish our work through four program areas: Action Greensboro, Economic Development, Launch Greensboro, and Member Engagement. There is support for these programs areas provided by Governmental Affairs, Marketing & Communications, and HR/Finance/Administration.

The Program Manager will be responsible for facilitation and day-to-day management of Other Voices and Scale to Excel. The Program Manager will also partner with the EVP Member and Investor Engagement and other team members to identify and secure funding to support programs, ensure budgets are adhered to, manage community partnerships, and manage the Greensboro Chamber Foundation, including the full buildout of the Economic Mobility and Opportunity strategy.

Essential Duties & Responsibilities:

Program Management (Other Voices & Scale to Excel) 50%

- Set and implement a clear vision and strategy for programs to be financially sustainable, while creating pathways for growth of the program in the community.
- Identify new, innovative ways to engage participants and the community in ways that build inclusive collaboration.
- Proactively plans, schedules, and coordinates the program's agendas, activities, sessions, and related events for the current classes, as well as alumni.
- Works alongside facilitators for each program to provide support and direction.
- Actively promotes the program through marketing materials, social media channels and networking opportunities.
- Manages sustainable recruiting and funding pipelines for the program.
- Develops a sustainable alumni structure and vibrant programming.
- Develops an annual Plan of Work and Budget.
- Manages all revenue and expenses, operates within the set budget, and ensures goals are achieved.
- Evaluates all aspects of the program, identifies and executes process improvements and efficiencies across the program.
- Recruits and manages program volunteers and committees.
- Provides relevant insight, recommendations, and feedback from the program.
- Identifies and recommends potential revenue streams and program enhancements.

Economic Mobility and Opportunity Buildout 50%

- Research and develop the Economic Mobility model alongside the EVP of Member and Investor Engagement for deployment in Q1 2027.



- Determine key metrics and impact data to align with GROW initiatives, establishing program impact benchmarks.
- Determine and execute any foundation bylaw and legal updates needed prior to deployment.
- Identify grants and other funding opportunities; support or lead development of funding proposals
- Other duties as assigned, including support of other GCF and Chamber events and other activities when requested

Education & Skill Requirements:

- Possesses a high degree of energy, engagement, and enthusiasm
- Excels in relationship development
- Ability to effectively manage multiple projects, meeting all deadlines and goals
- Strong verbal and written communication skills
- Proficient in Microsoft Office Suite
- Proficient in social media platforms including Twitter, Instagram, Facebook, and LinkedIn
- Exceptional attention to detail
- Ability to exercise discretion and judgment as a normal and recurrent part of performing duties
- Strong knowledge of modern office practices, systems, database use/management, technologies, and procedures
- Willingness to work outside of normal business hours for events and presentations, when needed
- Must be able to physically perform the basic life operational functions of talking and hearing.
- Must have the physical dexterity to handle tasks such as making name tags, handling/placing large signs, using a computer and phone efficiently.
- Must be able to perform moderate physical work, lifting up to 25 pounds to move supplies needed for program days and events.

Minimum

- Bachelor's degree in nonprofit management, business, communications, marketing, or another related field
- Demonstrated understanding of current trends and best practices related to programs
- Experience in programming and/or fundraising.