



HVCC offers a safe environment where our youth develop and strengthen positive values and behaviors through responsive programming, community service learning, and meaningful opportunities that inspire them to reach their full potential.

Program Manager (Operations & Execution)

POSITION TYPE

Full Time

REPORTS TO:

Executive Director

PAY RATE

BENEFITS

Available health, dental, vision, and life insurance, short-term disability

401K retirement

Ample PTO (all school holidays off!)

Fair and equitable hiring practices

Opportunities for advancement

Annual salary-based bonus

REQUIREMENTS

Must be at least 21 years of age

Must be able to pass a background check and drug screening

Must be able to obtain and hold CPR/First Aid certification

Must have a valid Colorado driver's license and a clean driving record (CDL not required)

WORKING CONDITIONS

In-person position at HVCC facilities and where activities are held

Occasional travel within the Valley as well as within the state will be required

Typical work week is 36 hours

Tuesday - Thursday 10am to 7pm and Fridays 8am to 5pm. Occasional nights or weekends for event or program trips

Requires standing, sitting, walking, lifting, typing, and the physical ability to keep up with youth during activities, including physical activities

Position Summary

The Program Manager (Operations & Execution) is responsible for ensuring that all HVCC programs run smoothly, reliably, and as planned. This role owns the *execution* of programming - turning activity plans, schedules, and expectations into real, well-run days. The Program Manager holds systems, timelines, logistics, and follow-through so that staff, youth, and families experience consistency and care.

This role is the primary accountability holder for daily program operations and cross-team execution.

Qualifications

- Bachelor's degree preferred or equivalent experience in program management, operations, or organizational leadership
- Demonstrated experience coordinating complex programs, schedules, or operations with multiple moving parts
- Strong organizational and systems-thinking skills
- Proven ability to manage timelines, logistics, and follow-through across people and teams
- Clear, professional communicator who provides direction and accountability with respect
- Comfortable prioritizing and making decisions in busy or high-pressure environments
- Experience working in youth-serving, nonprofit, education, or community-based settings preferred
- Alignment with HVCC's mission and belief that **youth are the solution**

Ideal Candidate

The ideal candidate is a systems-minded organizer who sees patterns, names gaps early, and brings order without needing to control people or outcomes. They surface issues before they become problems, clarify ownership, and support leaders by improving readiness rather than stepping into others' roles.

- Hold others accountable without needing to be liked
- Remain calm, practical, and steady during busy moments
- Prefer clarity, structure, and predictability over improvisation
- Communicate early when plans change
- Understand that strong operations are an act of care for staff, youth, and families



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Primary Responsibilities

Program Operations & Readiness

- Own the master schedule for all programs, events, and seasonal offerings
- Coordinate spaces, staffing coverage, transportation, kitchen needs, and equipment
- Ensure buildings and program spaces are ready before and restored after programs/events
- Coordinate cleaning, setup, teardown, and safety readiness
- Anticipate conflicts and solve logistical problems proactively

Execution & Follow-Through

- Ensure tasks assigned across the team are completed on time
- Track operational details (supplies, vendors, referees, coaches, facilities needs)
- Ensure invoices, contracts, and payment documentation are submitted to accounting promptly
- Close loops when things fall through – identify what broke and fix the system

Cross-Team Coordination

- Translate curriculum plans into executable schedules and staffing plans
- Work closely with:
 - Program Design Lead on readiness and feasibility
 - Program Culture Coordinator on flow, transitions, and safety
 - Data & Evaluation on timelines tied to grants and reporting

Accountability & Systems

- Hold staff accountable for operational responsibilities and timelines
- Maintain clear systems, checklists, and workflows
- Surface capacity issues early and recommend adjustments
- Escalate personnel or scope issues to the Executive Director
- Has authority to make day-to-day operational decisions within established program priorities and escalates only when capacity, safety, or personnel issues arise

What this role does *not* own

- Curriculum design or content decisions
- Culture coaching or behavioral standards
- Grant strategy or evaluation design