



Job Title:	Program Director
Report to:	General Manager
FSLA Status:	Exempt
Last Updated: 12/08/23	

Position Summary

The Program Director oversees, plans, and implements all aspects of the [Oakland Chinatown Improvement Council](#) place manager service program(s). The Program Director leads staff in the execution, preparation, and implementation of the program activities. This senior level position is expected to maintain a working knowledge of significant developments and trends in the industry to provide feedback and strategic opportunities that will help in furthering opportunities for the organization. This position will meet regularly with leadership to maintain the ambassador's organizational effectiveness. The Program Director reports to and takes direction from the General Manager (GM), but may at times take direction from the President, Chief Executive Officer, or Executive Vice President of Business Operations.

The primary responsibilities of the **Program Director** will be as follows:

- Hire, train, and oversee all staff that are assigned to the service program(s).
- Schedule all positions through the District Works time and labor system.
- Provide on site supervision, performance reviews, and corrective action as necessary during all regular program hours, including nights and weekends, in order to ensure that all positions are regularly observed by the Program Director.
- Work with contractor staff to complete specific projects, address any staffing related issues, and assist in the facilitation of a successful program.
- Bring any issues or concerns regarding the program to the attention of leadership as necessary.

Program Operations

- Develop a custom deployment plan to maximize visibility and effectiveness of resources (personnel and equipment).
 - Evaluate daily needs and make adjustments to daily deployment to meet the needs of the program; anticipating issues as well as developing future adjustments to the program.
 - Oversee and maintain schedules for staff, routes, equipment stocking, and stats for ongoing reporting and billing purposes.
- Monitor and record all program statistics. Provide monthly, quarterly, and annual reporting on program metrics and performance.
- Work with management staff and contractor staff to complete specific projects, provide detailed reports, provide feedback, and report any issues encountered.
- Give critical feedback on the program's most pressing issues related to hiring, client communications, and strategic opportunities to enhance the program overall.
- Maintain program budget and monitor costs; submit monthly expense reporting. Meet with the GM and Uptown Downtown Oakland CBD staff to review and recommend changes to the program(s) on a regular basis.
- Provide quality control for the program by conducting audits of work performed on site.

Employee Management

- Provide strong leadership and training for the staff and the entire program with the goal to uplift the staff to maximize their potential and maintain a cohesive team. Ensure team's safety by providing safety talks, safety training, and promoting employee safety.
- Monitor and approve timecards to support payroll weekly. Ensuring accurate timecards are submitted by employees and that hours worked stay within the operating budget.
- Assist Management/HR with recruitment & interview process; support new staff onboarding processes and ensure compliance with all company policies.
- Conduct quarterly performance reviews with all employees and provide additional training where needed.
- Work directly with HR to provide detailed counseling and/or disciplinary actions to employees when needed; support and enforce company policies by modeling positive behaviors.
- Maintain compliance with all City, State, and Federal Laws and Guidelines. Provide feedback to management as necessary.

General Responsibilities

- Provide backup support to other team members when on vacation, sick, or out of the office.
- Available to assist other District Works Programs in any capacity needed.
- Schedules are not set hours or days and fluctuate according to programmatic needs and management requests.
- Able to read, write, and speak English, Cantonese, and/or Mandarin.

Benefits and Compensation

- Salary range: \$75,000 - \$85,000 commensurate with work experience and ability.
- Employees shall be entitled for consideration of annual performance bonus compensation for each calendar year up to 5% of base salary in the calendar year.
- Employees who have worked for the Company for three months are eligible to participate in the Company's 401(k) plan, which includes an employer match of 100% of the first 3% of deferred savings and 50% of contribution between 3% to 5%.
- Full-time employees are eligible to participate in the Company's Health and Welfare Programs following a brief waiting period. Eligibility begins the first day of the month following 30-days of employment.
Employer Contribution:
 - Medical: The Company contributes \$700 towards the employee's medical benefits premium; the employee is responsible for the remainder of the premium, if any, and will have it deducted on a pre-tax basis. Employee's are responsible for premiums associated with electing benefits for their dependents.
 - Dental: The Company will cover 60% of the employee's premium for Dental
 - Vision: All premiums for the Vision plan are paid by the employee
- Exempt employees will receive a cell phone reimbursement of \$60 per month processed with payroll.
- The Company observes 9 paid holidays annually. These holidays are subject to change at the discretion of the Company.
- All Company employees receive paid time off for personal purposes. Time off is accrued based on years of service worked.
 - 0-2 Years of Service: 40 hours accrued/year
 - 2-4 Years of Service: 80 hours accrued/year
 - 4 Years and beyond: 120 hours accrued/year
 - Unused PTO will be carried forward up to an accrual cap
- All Company employees receive paid sick leave for personal or family illness. Accrual is based on one hour for every 30 hours worked; capped at 72 hours.
- All full-time employees are eligible for additional benefits to be used towards mental health services and specific lifestyle merchants.
- All employees are eligible to receive monthly Employee Appreciation rewards based on hours assigned and worked.