

**Santa Clara Methodist Retirement Foundation, Inc.**  
**Job Description**

**Position Title:** Program Manager (Full-Time)  
**Reports To:** Executive Director  
**FLSA Status:** Non-Exempt  
**Approved By:** Priscilla Haynes  
**Approved Date:**

**SUMMARY:**

- Reports to the Executive Director and, in his/her absence, the Assistant Administrator.
- Design, implement and promote for high participation quality educational and entertaining activities, programs and outings that benefit the health, well-being, satisfaction and lifelong learning of the residents of Santa Clara Methodist Retirement Foundation (SCMRF).
- Works in conjunction with the Executive Director, Director of Operations, and other SCMRF staff in planning and organizing individual and group activities to meet the social, emotional, and intellectual needs of residents of SCMRF facilities.
- Oversees outside programming and program instructors.
- Handles publicity and logistics surrounding workshops and events.
- Occasional attendance at evening and weekend programs required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Other duties may be assigned as needed in support of other SCMRF departments. Each employee is expected to be team player with some degree of flexibility in carrying out SCMRF's mission.

**Responsible for:**

- Manages all aspects of planning and executing of in-house events, classes, presentations, parties etc. and excursions, including but not limited to:
  - Coordinates and schedules collaborative projects, workshops, excursions and events with outside instructors, agencies, non-profits, and volunteers that provide activities programming.
  - Plans and executes resident parties and cultural celebrations, including but not limited to: Chinese New Year, Volunteer Appreciation Lunch,

Mother's Day Tea, International Potluck and Year End Holiday Party.

- Processes program and excursion payments and expenses by submitting payments, invoices and receipts to Accounting Manager.
- Communicate with and assist Van Driver with excursion details, including maps, directions, itinerary, contact information and other duties as needed. Accompany residents on excursions, walks and tours as needed.
- Creates and maintains an atmosphere that fosters effective working relationships with residents and their relatives and friends, staff, Board and Committee members and the broader community.
- Assists with translation services as necessary.
- Maintains the TouchTown resident information systems for both sites, including creating, printing and distributing of monthly activities calendars.
- Documents residents' and community members' participation in group and/or individual social/recreational programs. Tracks and records program growth and development through SCMRF Resident Activities Report.
- Manages in-house room availability and coordinates room reservations with other departments.
- Coordinates in-house activities signage, flyers, decorations, bulletin board, program equipment, room set-up and breakdown, etc. Manages resident volunteers to assist.
- Other duties may be assigned as needed in support of other departments.
- Assist and perform specific task assignments and coordinate with other department managers for special assignments as directed by the Executive Director and the Director of Operations.

## **QUALIFICATIONS:**

- Minimum of four years of college or related experience or training or equivalent combination of education and experience.
- Excellent program-related organizational and time-management skills.
- Ability to work independently, coordinate multiple priorities and multitask, problemsolve, and meet deadlines with minimal supervision.
- Enjoys working with the elderly; relates well to seniors.
- Positive attitude and spirit of service.
- Experience working with diverse populations.
- Proficiency with MS Word, Excel, and other web-based applications.
- Able to motivate people; excellent interpersonal skills.
- Able to communicate well, both orally and in writing, across multiple

departments.

- Able to be flexible in carrying out diverse duties; a team player.
- Creative, resourceful and capable of thinking outside the box in providing activities programming.
- Professional appearance and attitude.
- Bilingual speaking skills a plus; preferably speaks and writes Mandarin, Cantonese or Korean.
- Holds a valid driver's license of the appropriate type and a driving record which meets the community insurance standards.

**SUPERVISORY RESPONSIBILITIES:** Oversees outside program instructors and resident volunteers.

Accepted:

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Signature

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Date