

JOB DESCRIPTION



Position Title: Director of Programs
Status: Exempt/Regular
Accountability: President & CEO

SUMMARY OF POSITION:

The Director of Programs is responsible for the day-to-day coordination, implementation, evaluation, and growth of the MAAC Foundation's training and community program portfolio. This position turns strategic partnerships, community needs, and organizational priorities into well-organized, measurable, and sustainable programs. The Director oversees program scheduling and operations, partner and instructor coordination, program development, financial performance, data tracking, and reporting while working closely with the President & CEO, Marketing, Development, instructors, and community partners.

SUCCESSFUL CANDIDATES:

- Candidates with demonstrated success and relevant experience in program management, training coordination, business development, nonprofit programming, education, community engagement, public safety training, or a related field will be considered.
- Proven ability to manage multiple programs, partners, schedules, and deadlines at the same time.
- Strong relationship-building skills and the ability to work effectively with businesses, schools, nonprofits, public safety agencies, instructors, and community partners.
- Strong organizational, communication, problem-solving, and customer-service skills.
- Comfort working with program budgets, costs, revenue, participation data, and performance measures.
- Self-motivated, dependable, adaptable, and able to move projects from concept through completion with limited supervision.

ESSENTIAL FUNCTIONS OF THE JOB:

- Coordinate approved White Family Foundation program commitments, including timelines, deliverables, documentation, progress tracking, and reporting.
- Own and maintain MAAC's master calendar for community classes, training programs, and partner activities.
- Coordinate instructors, facilities, registration, participant communication, materials, technology, equipment, and post-program follow-up.
- Provide day-to-day coordination for MAAC's Critical Partners Collaboration Framework by translating partner commitments into work plans, schedules, site activity, instructor/responder involvement, and measurable deliverables.
- Build and maintain strong working relationships with schools, youth-serving organizations, businesses, nonprofit organizations, public safety agencies, municipalities, and other community partners.
- Research community and organizational training needs and recommend new or expanded program offerings that support MAAC's mission.
- Develop repeatable and scalable program models, including business and corporate training opportunities when appropriate.

- Develop program budgets, monitor direct costs and revenue, recommend pricing, and evaluate program financial performance.
- Track participation, outcomes, satisfaction, partner activity, facility utilization, revenue, direct costs, and other key program measures.
- Provide the Marketing team with confirmed program calendars, deadlines, target audiences, key messages, registration information, and outcome content needed to promote programs effectively.
- Provide Development and leadership with program descriptions, budgets, participation data, outcomes, and documentation needed for grants, sponsorships, donor stewardship, and organizational reporting.
- Prepare regular program updates for the President & CEO and identify challenges, opportunities, and recommendations for improvement.
- Evaluate program performance and recommend expansion, modification, consolidation, or discontinuation based on mission impact, demand, capacity, and financial sustainability.
- Help maximize utilization of MAAC's training campus and headquarters by coordinating space and identifying program equipment or resources needed to expand delivery capacity.
- Perform other duties as assigned by the President & CEO that are consistent with the position.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS (KSAP's):

- Strong program and project management skills with the ability to prioritize competing responsibilities and meet deadlines.
- Excellent written, verbal, interpersonal, and presentation skills.
- Strong analytical skills and attention to detail, including the ability to understand program budgets, costs, revenue, and performance data.
- Ability to create organized systems and processes that improve scheduling, communication, documentation, and program delivery.
- Ability to work independently while collaborating effectively as part of a team.
- Sound judgment, professionalism, discretion, and the ability to maintain confidentiality.
- Proficiency with Microsoft Office Suite or related software and the ability to learn scheduling, registration, CRM, data-management, or project-management systems used by the Foundation.
- Ability to adapt to changing schedules, partner needs, and organizational priorities while maintaining a high level of accuracy and follow-through.

SPECIAL REQUIREMENTS: (includes equipment, hours, physical demands)

Work Environment: This position works primarily in a professional office and training-campus setting. Some outdoor work and off-site meetings or programs may be required.

Equipment: This position requires a working knowledge of standard office equipment and computer systems, including Microsoft Office or related software and other scheduling, registration, or data systems used by MAAC.

Hours: This position typically works a regular Monday through Friday schedule. Hours may vary based on program schedules, deadlines, or organizational needs. Occasional early morning, evening, Saturday, or Sunday coverage may be required.

Physical Demands: Must be able to sit, stand, walk, climb stairs, use standard office equipment, and travel locally for meetings or programs. Must be able to lift and/or move up to 35 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMMENTS:

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.