



**Position: North East Regional Program Manager**

**Reports to:** National Program Director

**Hours:** Full time

## THE ORGANIZATION

Book Trust is a national early literacy 501(c)3 organization with the mission of engaging every child in book choice and ownership, cultivating literacy-rich communities. Book Trust's vision is for every child to discover the joy and power of reading to create limitless possibilities. In the 2018-2019 school year, Book Trust is poised to provide 1 million+ books to 57,000 students. We collaborate with Scholastic Book Clubs, School Districts, Title 1 Schools, and Teachers to deliver our program in 21 states across the country.

## POSITION SUMMARY

The North East Regional Program Manager is responsible for quality program delivery in classrooms and cultivating donor partnerships in the region. Monitoring systems and data while ensuring program fidelity in schools is key. Establishing local relationships and cultivating funding partners is a primary focus of the position as well. Preference is for the position to be based in Philadelphia.

## RESPONSIBILITIES

- Responsible for ensuring a 95% teacher usage rate by building and maintaining relationships with Book Trust Managers and Teachers in Book Trusts North East Program region throughout the school year. Relationships will be built through a series of touch points including: annual onboarding, monthly follow-up on program usage.
- Assist teachers in troubleshooting account questions.
- Support new schools program usage, including working with teachers to ensure onboarding.
- Utilize Dashboard, a custom web-based application, to analyze data, schedule school visits and assist Book Trust Managers.
- Manage the Book Trust program database, Dashboard, a custom web-based application. This includes ensuring accuracy of data within the system, ensuring reporting needs are met.
- Work with team members to identify and implement strategies for common teacher problems.
- Establish and cultivate funding partnerships to support local region.
- Attend Book Trust events as needed.
- Other duties as assigned

## REQUIREMENTS AND QUALIFICATIONS

- Bachelor's degree required. Experience in the nonprofit or education sectors preferred.
- Strong knowledge of the best practices in customer service.
- Experience in coaching adult learners and working collaboratively with a team that focuses on supporting external stakeholders.
- Proficiency in Microsoft Office, specifically Excel and Powerpoint.
- Demonstrates a passion for the organization's mission.
- Excellent organizational skills and detail-oriented focus.
- An effective and open communicator, with high-level oral and writing skills.
- A sense of humor and ability to work collaboratively in a team environment.

- Knowledge of online training and development relationship databases (knowledge of Blackboard and Donor Perfect a plus).
- Demonstrated experience in developing and sustaining collaborative working relationships.
- Demonstrated ability to organize work load, maintain several projects of equal priority at once, and sustain productivity and accuracy under pressure.
- Understanding of working with and maintaining confidential information.
- Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback, contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to success.
- Professional and mature demeanor with strong ethical standards and ability to adapt to change
- Ability to travel as needed.
- Preference is for the position to be based in Philadelphia.

#### **WHAT WE OFFER**

- A competitive benefits package.
- A collaborative work environment in a growing organization and the opportunity to make an impact in the education and nonprofit sectors.

#### **TO APPLY**

Interested candidates should send a cover letter and resume to the organization's President and CEO, Tiffany R. Kuehner: [jobs@booktrust.org](mailto:jobs@booktrust.org) by **Wednesday, May 29, 2019**. Please refer to the North East Regional Program Manager role in the Subject Line.

Book Trust is an equal opportunity employer.