PROJECT SUCCESS
Where students connect to their purpose

Program Manager – Certificates

We are looking for a Program Manager – Certificates to join our growing team at Project Success. Project Success is a youth development nonprofit organization that helps students connect to their purpose. We work with more than 17,000 6th-12th grade students and their families annually and have more than 225,000 alumni around the world. Learn more at projectsuccess.org.

The Program Manager – Certificates leads the planning, promotion, and execution of the Certificates Program. They manage student registrations, classroom spaces, provide one-on-one student support, and coordinate onsite volunteers and contractors. The Program Manager – Certificates also support curriculum development and program evaluation, ensuring that the Certificates Program provides students with meaningful opportunities to build critical life and career skills.

This role reports to the Senior Program Manager – Institute and is part of the Minneapolis Programs team at Project Success.

Our ideal candidate is organized, detail-oriented, and a strong communicator who enjoys working with young people. They enjoy coordinating multiple aspects of program operations while being ready to jump in wherever needed to keep classes running smoothly. They value collaboration and creating engaging learning experiences that help students build critical life and career skills that enrich their independence and cultivate creativity and curiosity.

Core Job Responsibilities

Program Development and Management

- Collaborate with the Senior Program Manager – Institute to create and implement an annual Certificates programming calendar
- Communicate directly (phone, text, email) with students and families to share program information and answer questions
- Continuously adapt to student needs to allow them to fully participate in classes
- Manage The Lab and The WorkShop classroom spaces, including setup, cleanup, and reporting any maintenance needs to the Office Manager
- Ensure classes follow established safety protocols, including proper food handling and kitchen safety practices during culinary classes
- Supervise onsite contractors and volunteers during classes, providing day-of coordination and support
- Send the Communications Team updates regarding program registrations and promotions, as needed
- Support the Senior Program Manager – Institute with managing the Certificates budget

Curriculum Development & Implementation

- Collaborate with the Senior Curriculum Manager to develop and update program materials for all Certificate classes
- Support relationships with Institute partners (content providers, program contractors, and volunteers), as directed by the Senior Program Manager – Institute
- Facilitate Institute Certificate classes, as assigned

Registration, Documentation, & Evaluation

- Manage student registrations for all Certificate classes and ensure accurate documentation
- Create, test, and maintain JotForm registration forms
- Generate Salesforce reports to track student registrations, attendance, and certificate completions
- Respond to questions and/or concerns related to student registrations
- Collaborate with the Senior Program Manager – Institute on Certificate Program evaluation plans and strategies
- Administer evaluative tools to students, contractors, and volunteers at the end of all trimesters
- Prepare evaluation reports that help the Senior Program Manager – Institute evaluate program offerings and inform future planning

Event Management

- Lead the coordination and execution of all Certificate classes
- Manage student check-in and maintain accurate attendance records
- Coordinate student transportation with transportation parter (NewTrax) and volunteer drivers
- Prepare The Lab and The WorkShop classroom spaces to ensure all necessary materials are present for classes
- Generate and send a closing report after each class, documenting relevant information and any follow-ups needed

Other Duties as Assigned

Mission, Vision, and Values + Inclusion, Diversity, Equity, and Accessibility

We are looking for individuals that are passionate about the success of our students and share the mission, vision, and values of PS.

Mission: Project Success motivates and inspires young people to dream about the future, helps them take steps to get there and gives them the tools they need to achieve their goals

Vision: Every child entering middle school will graduate high school with a plan for their future and have the skills and confidence that will take them through the rest of their lives

Values:

Kids First!	Dependability, Reliability, and Trust
A Non-Judgmental Environment	Willingness to Grow and Change
Love is the Key	Develop Healthy Relationships
Clear and Open Communication	Sustain Excellence

Commitment to Inclusion, Diversity, Equity, and Accessibility (I.D.E.A.):

Project Success strives to connect students to their purpose by creating programming that truly serves our students and families. We envision a Project Success where inclusion, diversity, equity, and accessibility are fully integrated into everything we do. We are an organization that cares deeply about students, families, and community, share our values, and are committed to practicing ongoing anti-racism work and I.D.E.A. principles.

Education, Experience, and Skills

Please note that while the below qualifications are preferred for this position, we do not expect any one person to necessarily have all the items listed. We highly encourage people with a wide range of education, experience, and skill levels to apply for this position.

- Bachelor's degree or 4+ years of similar experience (or a combination of training, education, and experience that provides the required knowledge and abilities)
- 4+ years of experience in program and/or project management
- 4+ years of experience working directly with students in an education or youth development setting
- Experience with Salesforce or similar CRM systems preferred
- Experience with food safety practices or a food safety certification, such as ServSafe, preferred
- Ability to speak Spanish is a plus
- Strong interpersonal, written, and verbal communication skills, including the ability to build relationships with students, families, and program partners
- Strong organizational and problem-solving skills, with excellent attention to detail and the ability to manage multiple priorities
- Ability to navigate ambiguity and respond effectively to unexpected challenges
- Proficient with Microsoft 365 - PowerPoint, Excel, Word, and Outlook

Job Requirements

- Must have a valid driver's license and auto insurance
- Ability to sit and/or stand for prolonged periods, including movement up and down stairs and throughout office environment and at events
- Ability to lift and carry 25 pounds at times and up to 50 pounds on occasion, including lifting items above shoulder height
- Ability to work in environments where a variety of foods, spices, and potential allergens are present

Position Details

This is a full-time, salaried exempt position with a regular schedule of Monday–Thursday, 11 AM – 7 PM, and Friday, 9 AM – 5 PM. This position is primarily in person at Project Success's headquarters in Minneapolis, with some flexibility to work remotely on days without scheduled classes. More details on the schedule will be shared during the interview process.

The compensation package includes the following:

- $57,000 - $61,000 starting annual salary
- Generous paid time off
- Excellent Health Insurance with a low deductible *(PS pays 100% of the monthly premium rate)*
- Excellent Dental and Vision Insurance *(PS pays 100% of the monthly premium rate)*
- Short-Term Disability and Life Insurance *(PS pays 100% of the monthly premium rate)*
- SIMPLE IRA retirement plan with up to a 3% match
- Free parking at the PS office

To Apply

Please email the following to apply@projectsuccess.org with a subject line including the name of the position, addressed to the Senior Program Manager – Institute, Emily Vang:

- Resume
- Cover Letter
- References
- Where you heard about us and/or found the job posting

To learn more, visit: https://www.projectsuccess.org/join-our-team/

Project Success is dedicated to building a diverse and inclusive team. We strongly encourage candidates from a wide variety of backgrounds and experience levels to apply!