



## Position Description

**Title:** Program Manager, Trades

**Division:** Community Programs

**Reports to:** Director, Community Programs

**Travel:** Travels in-state and out-of-state as required

**Status:** Salaried, Exempt

**Standard Work Hours:** M – F, 9:00 AM – 5:30 PM

### **JOB SUMMARY:**

Reporting to the Director, Community Programs, the Program Manager, Trades will manage and execute the desired directives and overall delivery of the Hawaiian Trades Academy (HTA) that are in line with the organization's mission and goals. This role will also work closely with the Program Relations Manager, Community Programs to support program-to-employment pathways.

The Program Manager will perform all life cycles of the Trades Program and will be responsible for the overall administration and management of various tasks throughout the program. Regular engagement with program partners, vendors, students, other organizations, and funders are a necessity to ensure needs are met, program success is met, and positive partnerships are maintained. The Program Manager will also provide quality control for the Trades programs through methods such as handling the budgets, staff, activities, classes, training, and ensure intended final outcomes are met.

### **DUTIES, RESPONSIBILITIES, and EXPECTATIONS:**

Duties and responsibilities include, but are not limited to the following:

- Own all details of the Trades Program for the State of Hawai'i.
- Understand grant deliverables and coordinate, market, implement, execute programs, and report program outcomes to ensure goals are met.
- Collaborate with the Program Relations Manager, Community Programs to ensure the overall success of the program. May include serving as a backup, providing assistance to each other, and or helping to manage other key aspects as necessary.
- Provide key stakeholders such as site partners, trainers, vendors, and/or students with information, orientation, technical assistance, and resources needed to deliver the Trades Program successfully.
- Coordinate all classes in a timely, organized, and collocative manner; ensuring all necessary materials, training guides, supplies, classroom, facilities, equipment, etc., are provided.
- Serve as primary point of contact for all matters relating to the Trades Program, responding to all inquiries and requests in a timely manner and communicating problems and potential solutions.
- Deliver the program on-time and within budget.



- Work closely with the Program Relations Manager to develop and manage the HTA program application process, coordinating marketing efforts, securing program content, selection of students, coordination/selection of trainers, closely managing all vendors and partners and helping ensure a positive experience and quality training is delivered to all students.
- Observe and evaluate the trainers' program delivery to ensure program outcomes are achieved.
- Collect and analyze program data and work closely with the Program Relations Manager and/or other staff to report on program outcomes required for compliance reporting.
- Develop and maintain HTA's data management system in coordination with the Program Relations Manager and/or other staff to maintain data for internal and external purposes.
- Support the development, implementation and evaluation of program delivery, effectiveness, and impact.
- Provide leadership, direction, and supervise other staff members including consultants or contractors.
- Actively lead and/or participate in client- and program-related meetings and trainings, as needed.
- Explore and provide recommendations for innovative technologies to streamline training, workforce development processes, and other program functions.
- Participates and performs duties as assigned for CNHA's annual Native Hawaiian Convention.
- Other duties as assigned.

#### PERFORMANCE EXPECTATIONS:

- Demonstrates a strong work ethic, high degree of professionalism, and positive attitude and approach to complex challenges.
- Utilizes excellent verbal and written communication, people skills, and a positive, can-do attitude with co-workers, clients, members, and the community, and in all work product.
- Functions in a self-directed, high initiative and motivated manner that results in successful administration and collaboration.
- Applies research, experience, communication, strategy and learning that results in problem-solving and maximum quality and utilization of the organization's resources. Consistently provide solutions to challenges encountered.
- Flexible and willing to work long hours and possibly weekends.

#### REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's Degree, or equivalent work experience
- 5 years of experience in project or program management and multiple grant management and execution including elements of budgeting and team management.
- Analytical about event coordination and program development and delivery
- Uses proficiently, Microsoft Word, Excel, PowerPoint, Outlook, and Adobe Acrobat, with a working knowledge of Microsoft Access and other database systems.
- Experience directly working inside the Native Hawaiian community and/or with programs that address the cultural and socio-economic wellbeing of the Native Hawaiian community.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Excellent verbal and written communication skills with exceptional attention to details
- Personal qualities of integrity, credibility, and a commitment to and passion for CNHA's mission



- Excellent interpersonal skills (negotiation, listening and communication skills) characterized by effective interactions with a diverse range of internal and external constituents, stakeholders, and audiences.
- Ability to effectively work in a dynamic and fast-paced environment.
- Ability to set & achieve goals, to self-motivate, and to work independently.
- Knowledge, understanding, and sensitivity to Native Hawaiian issues is preferred.

*I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.*

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Employee Signature

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Date