

Position Description

Title: Senior Manager, Program Operations & Grants Management

Division: Kilohana

Reports to: Destination Stewardship Director

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 Destination Stewardship Director, the Senior Manager will operationalize, administer, and manage a wide range of projects and programs for the Kilohana Division of the Council for Native Hawaiian Advancement. Projects can range from strategy and design to management, execution, and evaluation. This role will primarily focus on initiatives from the Hawaii Tourism Authority (HTA) contract, which includes the procurement, administering, and management of 6 grantmaking programs. This role will also lead the design of internal support systems, which includes the Salesforce platform and IT processes. The ideal candidate has project management experience and supports CNHA's mission to *uplift the lahui*.

DUTIES, RESPONSIBILITIES, and EXPECTATIONS:

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

Grant Administration & Management

- Oversee the grant application and selection process, ensuring a fair, equitable, competitive, and transparent procedure.
- Monitor progress of grantees and ensure they meet stipulated objectives and deliverables, maintaining regular contact with recipients.
- Collaborate closely with partner organizations in overseeing specific grant programs.
- Participate in the planning and implementation of Technical Assistance programs, providing support to grantees as needed.
- Develop and maintain a robust reporting system to evaluate progress, efficiency, and effectiveness of grant programs.
- Facilitate communication between grantees, the organization, and relevant stakeholders, providing regular updates on grant programs.
- Develop a fair, equitable, competitive, and transparent grant procurement process.
- Create a criterion for awards, in consultation with industry representatives, and coordinating an evaluation committee for the review and eventual awards.
- Conducting evaluations and decision-making for awardees, ensuring deliverables are met.
- Participates and performs duties as assigned for CNHA's annual Native Hawaiian Convention.
- Other additional and/or duties as assigned.

Program Initiatives

- Work closely with the Destination Stewardship Director, Deputy Director, and Chief Administrator in the development and execution of new tourism products that support smart tourism (which aims to source innovative technologies that will improve Hawai'i's competitive edge), community stewardship, and voluntourism, and builds capacity of small businesses.
- Tracks scope of work, budget, and time management.

Operations

- Designs internal database using the Salesforce platform.
- Coordinates the roll out of IT infrastructure and new processes.
- Coordinates IT training for staff.
- Troubleshoots IT equipment.
- Strategic planning, design, and piloting of workflow system.

PERFORMANCE EXPECTATIONS:

- Demonstrates a strong work ethic, high degree of professionalism, and positive attitude.
- 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.
- Flexible and willing to work long hours and possibly weekends.

REQUIRED EDUCATION AND EXPERIENCE:

- Combination of education and experience with knowledge, skills, and ability to successfully perform the essential duties of Regional Office Director.
- Degree with major course work in public administration, business administration, tourism/hospitality or related field.

SKILLS REQUIRED:

- Excellent written and verbal communication skills.
- Strong administrative skills and self-motivated with the ability to set priorities and manage multiple tasks under minimal supervision in effective and efficient manner.
- Strong knowledge of island culture, community, and key stakeholders.
- 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.

Employee Signature

Date