



POSITION ANNOUNCEMENT

Program Manager

October 2022

Sound Discipline is a leading education equity nonprofit, working with partners to build equitable learning communities that center the dignity, voice, and agency of young people. We employ a variety of social emotional learning (SEL) models that are science-based, trauma-informed, restorative, and child-centered to transform the way adults teach, parent, and care for youth.. To learn more, visit www.sounddiscipline.org.

Sound Discipline is a 501(c)(3) non-profit founded in 2007. Our vision is a world where everyone thrives because they know they matter and belong. Over 15 years, we have developed a solid model and a reputation as a trusted and effective partner, supporting schools to systemically address disciplinary practices that harm children and perpetuate racial and other inequities.

Our holistic approach includes three efforts:

We facilitate professional development for school leaders and educators to build classroom communities that model an inclusive culture schoolwide and promote student agency and well-being. Fundamental to school transformation is a systems approach that shifts how adults build relationships with students and integrates social learning and discipline.

We coach administrators and educators to use data to identify and implement solutions that address damaging systemic patterns of inequity that target Black and brown students.

We train and coach families and caregivers in a child's life to apply solution-oriented practices that instill critical social emotional life skills.

Sound Discipline is hiring a Program Manager based in the Seattle area to work closely with both our Program and Operations teams. Currently this role is primarily remote and when appropriate also does some on-site work in our Seattle (Sodo) office. Sound Discipline is committed to having a diverse workforce. We strongly encourage individuals who are Black, Indigenous, or People of Color to apply.

The Program Manager performs a wide range of duties including the following:

Lead Customer Account Management and Service

- Work collaboratively with Program Director and Program Team to ensure stellar, responsive customer experience that aligns with our values and processes.
- Serve as the primary account executive for partner schools and customers.
- Draft customer MOUs in collaboration with Program Director, interfacing with customers to follow up on proposals.
- Oversee customer billing.
- Manage the MOU tracking reporting system in Salesforce.

Manage Workshop Logistics

- Send pre- and post-workshop follow up emails to registrants to support a strong customer experience and foster trusting customer relationships.
- Manage/resolve registration issues and oversee public event registration pages (tracking registrations, responding to program inquiries, troubleshooting, etc.).
- Maintain sufficient stock of workshop materials for facilitators (e.g., handouts, surveys, sign-in sheets, PDC Manuals, Zoom links, etc.) for in-person and online workshops.

- Manage clock hours/credits internally as an OSPI clock hour provider, including holding committee meetings to approve workshops, filing evaluations to link to clock hours spreadsheets and maintaining all required documentation.
- Send certificate of completion at request of attendees.
- Secure workshop venues as needed.

Manage Program Team Logistics and Communications, Program Delivery

- Schedule facilitators for service and manage Facilitator Service Calendar.
- Collaborate with Instructional Designer to support updates of program content and materials.
- Support the upkeep of the Learning Management System for online program participants.
- Manage all sales and customer contacts, directly or collaboratively responding to customer questions and issues.
- Maintain Salesforce customer records of program activity to track contract fulfillment.
- Support the Director of Program to manage continuous improvement, product fidelity, product consistency, and quality for all program activities.
- Work with the Operations Coordinator to distribute and track equipment and supplies for programming.
- Assess and anticipate needs for equipment, tech resources needed for professional and high-quality program delivery.
- Work with Director of Program and Communications Manager to customize programs, conference presentations, and professional development trainings to align with contract specifications.
- Manage the Program Team OneNote. Attend, record and post weekly facilitators calls.
- Engage in cross-functional work teams on related to program development, program operations, and marketing and communications as needed.
- Distribute and collect rosters for public events for program evaluation and filing rosters electronically for our records.
- Support calendaring and correspondence for Director of Program.
- Monitor client-facing email accounts in a timely manner.

Data Collection for Grants and Evaluation

- Manage regular cycle of data collection.
- Work with Grants contractor to produce program reports for grantmakers.

Support the Marketing and Communications Manager to Market Programming

- Respond to customer sales inquiries.
- Collaborate with Communications Manager and/or Instructional Designer to create program brochures, flyers, and other materials as appropriate.
- Support and execute regular cycle of programming collateral updates.
- Support Marketing and Communications Manager, and coordinate program staff to capture photos and ensure they are collected, catalogued, and necessary media releases obtained.

The ideal candidate will have these core competencies.

- **Excellence in a support role:** You have experience directly supporting senior managers/executives and other staff.
- **Excellence in project management:** You are able to organize groups to complete tasks on time and you are able to work independently.
- **Excellence in a customer service role:** You are committed to excellent customer service for the public and internal customers alike.
- **Organized and attentive to detail:** You are organized, meticulous, and accurate. You capably and independently manage multiple projects.
- **Ability to multi-task and prioritize:** In previous jobs or internships, you have managed high volumes of complex logistical details.
- **Skilled with communication:** Your verbal and written communications demonstrate clear thinking, analysis, and a sensitivity to your audience. You ask questions when you need to (including clarifying or to get more information on a specific matter).
- **Tech savvy:** When working with a new program or application you quickly become fluent.

- **Problem-solving:** You adapt when unexpected challenges arise. You quickly reorient and identify the best new course of action.
- **Passion for the vision:** You have a passion for Sound Discipline’s vision and goals.

Required Qualifications:

- Two or more years of relevant experience.
- High proficiency in Microsoft Office 365 (Word, Excel, Outlook) and Google Suite.
- Excellent attention to detail and accuracy.
- Experience collaborating with teams and individuals with diverse racial, cultural, and ethnic backgrounds.
- Ability to multi-task and work well under pressure.
- Commitment to excellent customer service (for both internal and external customers).
- Ability to perform work in a stationary position (standing/sitting) and nearly constant use of a computer, moving to/from various work areas, standing, squatting, reaching, walking and stairs. Ability to lift up to 35 pounds.
- Clear Washington State criminal background check.
- Sense of humor.
- WA Driver’s license and reliable access to a vehicle.
- Proof of COVID-19 Vaccination.

Desired:

- Five or more years of relevant experience.
- Project management experience.
- Salesforce or other database experience.
- Bachelor’s degree or similar experience.

Compensation: \$58,240-70,720 annual DOE. Benefits include PTO, Holidays, Health insurance, SIMPLE IRA w up to 3% match, Long Term Disability Insurance, Life Insurance, Employee Assistance Program, Internet Stipend.

To Apply: We welcome and encourage applications from a broad range of applicants as we grow our team to better reflect the diversity of the communities Sound Discipline is committed to serve. Interested candidates should submit a cover letter and resume in a single PDF (for the file name please use your “last name, first name”) to hr@sounddiscipline.org with “Program Manager” in the subject line. For full consideration please submit complete applications by November 14, 2022. Open until filled.

Please include within your cover letter your responses to the questions listed below.

1. Based on your review of Sound Discipline’s website, what connects you to the mission and the work of Sound Discipline?
2. Given what you know about the position, what three strengths would you employ that will contribute to your success in this role?
3. Using a scale of 1-5 (1 being “Basic” and 5 being “Advanced”), rate your fluency with the following programs:
 - Office 365
 - Google Suite
 - SharePoint
 - Salesforce

Please no phone calls, emails, or other inquiries.

Sound Discipline is committed to recruiting, hiring, developing, fairly-compensating, and promoting the best-qualified individuals for positions at all levels within the organization. We believe the organization’s goals can only be attained by utilizing the diverse skills and backgrounds of all our employees. We therefore maintain an unequivocal commitment to and support of equal employment opportunity for all individuals, free from discrimination based upon characteristics protected by law such as race, color, national origin, religion, creed, age, sex, sexual orientation, gender identity, marital status, disability, veteran status, or any other characteristic protected under local, state, or federal law.