



## PROGRAM MANAGER – JOB DESCRIPTION

### Organization Description:

As a volunteer-driven citizen diplomacy organization, **Colleagues International** enriches local community with global diversity, one relationship at a time. We are committed to making Kalamazoo a more globally engaged community, drawing strength from international exchange, while enriching the professional, cultural and personal lives of local residents and visitors from around the world. Since our start in 1971, we have hosted thousands of international visitors representing more than 100 countries, including 185 from 46 countries in 2017. Opportunities offered by Colleagues International include professional exchanges for emerging and established international leaders, internships, job-shadowing, youth leadership programs, and seminars. Each program is tailored to the specific interests and needs of both the exchange visitors and the local partners.

### Position Summary:

The Program Manager will join Colleagues International to help expand the capacity and reach of the organization. The position is currently 20 hours per week and reports to the Executive Director. The ideal candidate loves international and intercultural engagement, has a passion for sharing Kalamazoo with the world, has a keen interest in and aptitude toward being part of organizational systems change, and is both detail oriented and creative. The successful candidate enjoys working independently and with a team, especially volunteers, and has excellent written and oral communication skills.

### Responsibilities:

The Program Manager will manage communications and database systems, while providing administration, coordination and logistical support to international visitor programs. Volunteer coordination will form a key part of the role. The program manager will make logistical arrangements for international visitors and accompany international visitors in Kalamazoo as needed; arrange meetings with local partners to meet program goals; prepare grant applications to bring international visitor programs to Kalamazoo and support the ongoing operations of the organization; effectively communicate volunteer and internship opportunities and prepare and supervise volunteers to engage in our mission; and help to streamline organizational systems, from database integration and cloud storage to web and social media, for greater efficiency. Perform other duties as assigned.

### Required Skills and Qualifications:

- Bachelor's degree in relevant field or equivalent
- Ability to work independently and as a member of a team, take initiative, meet tight deadlines and be flexible;
- Strong interpersonal and intercultural communication skills;
- Demonstrated leadership, interpersonal and volunteer management skills;
- Strong organizational skills and attention to detail;
- Understanding of and interest in database management and effective monitoring and evaluation;
- Interest in and aptitude toward cross cultural work as well as engagement with diverse constituencies, including international visitors, local community members, language interpreters and international liaisons;
- Willingness to be available after business hours, when needed and agreed upon, to support visiting delegations

**To apply:** Submit CV/resume and cover letter to [info@cikzoo.org](mailto:info@cikzoo.org). Colleagues International is an equal opportunity employer. Position open until filled.