



Job Description

Position Title	Program Director	Reports To	Executive Director
Classification	Full-time, Salaried	Last Revision	June 28, 2016
To Apply	Send Letter of Interest to: Sherry@CultureALL.org		

Overview

CultureALL is Iowa's premier provider of interactive, cross-cultural programming, serving schools, communities, and businesses. Our mission is to lead communities in valuing our culturally rich diversity. We bring together people from diverse backgrounds for experiential learning that leads Iowans to live and work more effectively with people from other cultures. CultureALL programs transform the social and work environment and spark a fundamental belief in inclusion.

The CultureALL staff is organized into the following functions: Executive Director (Stewardship), Operations, Community Engagement, Communications, and Programs.

Position Summary

The Program Director is responsible for every aspect of CultureALL's program development, quality and delivery. The position requires strategic planning to expand CultureALL programming to new audiences while improving relationships with current clients. The Program Director also enhances the quality of CultureALL programs to better serve diverse clients including those in schools, senior living communities, and businesses. A successful Program Director will work closely with CultureALL Ambassadors and community advisors to produce workshops that are transformative. In addition, the position is responsible for accurate record-keeping about each workshop, client, and Ambassador.

Responsibilities:

Business Expansion

- Set program targets and goals
- Build and strengthen relationships with clients, including
 - K-12 educators
 - parent/teacher organizations, and
 - activity directors in senior living communities
- Facilitate presentations at education conferences
- Consult with K-12 educators to create cultural experiences tailored to their needs
- Advise the design of promotional materials

Program Quality

- Recruit CultureALL Ambassadors
- Coach and assist Ambassadors in developing their workshops
- Develop a process for Ambassadors' on-going professional development
- Manage workshop descriptions and details
- Streamline and refine communications with customers and Ambassadors
- Design or select assessment tool for measuring effectiveness of CultureALL experiences.
- Use evaluation surveys and data to improve programs, services, and Ambassador development
- Follow up with clients to provide data, photos, and anecdotes from previous programs to strengthen relationships.

Programs for Business

- Research and design alternatives to traditional diversity training
- Collaborate with selected businesses to pilot and refine this new approach to diversity training
- Set targets and goals for *business* programming
- Measure and communicate the impact of CultureALL's *business* programming.

Scheduling

- Schedule workshop sessions and other program-related events
- Facilitate communications between Ambassadors and clients
- Enter event details into Salesforce
- Coordinate payments and invoicing with Operations staff (Accounting)
- Communicate with other staff members (marketing, operations and community engagement) to ensure customers and donors feel informed, inspired, included and properly served.

Additional Responsibilities

- Assist other staff on special projects and events as needed.

Qualifications

Successful candidates demonstrate

1. ambition for calling on new customers especially in the K-12 education system;
2. resourcefulness to deploy a professional development process designed for our unique circumstance; and
3. competence in intercultural relations.

Additional expectations of successful candidates include

- classroom experience teaching both adults and youth
- communication skills that are engaging, for use in consulting, coaching, and facilitating group meetings
- excellent writing skills
- self-discipline to complete administrative tasks and recordkeeping with accuracy and timeliness
- experience with technology for word processing, spreadsheets, slide presentations, simple graphic design, and databases (Salesforce)