

**Position Title: Program Manager**

**Purpose**

The role of the Program Manager is to foster strong, mutually beneficial relationships between refugees and volunteers. In addition, the Program Manager provides efficient and effective administrative support to the Program Team. This position requires local travel, primarily in the Rogers Park neighborhood of Chicago and surrounding area, and a commitment to Exodus World Service's Christian mission and values.

**Duties and Responsibilities**

1. Identify, assess, and evaluate refugees' needs for program services.
2. Coordinate and/or facilitate introductions between volunteers and refugees.
3. Regularly communicate with volunteers for program coordination, follow-up, and debriefs.
4. Manage regular administrative duties, including database contact notes and reporting of information pertaining to all program activities.
5. Provide back-up and support to other program team members, including supporting the program team in DuPage County as needed.
6. Assist program team with volunteer educational events, including refugee journey simulations.
7. Represent Exodus at ministry fairs, church events, etc. as needed.
8. Manage donated items for refugees and supply drives.
9. Regularly share stories, quotes, and photos with the communications team. Assist in coordinating video/photo shoots of volunteer and refugee connections.
10. Assist in responding to general requests for information.
11. Assist with other organization-wide priorities, such as annual fundraising gala.
12. Keep informed of volunteer and refugee trends, issues, and opportunities.
13. Other duties as assigned.

**Knowledge, Skills and Abilities**

1. Commitment to Exodus World Service's Christian mission and values.
2. Strong interpersonal and customer-service skills.
3. Experience relating to diverse groups of people. Knowledge of refugees and cross-cultural connections a plus.
4. Excellent verbal and written communications skills.
5. Ability to work well independently and as part of a team.
6. Attention to detail and follow through.
7. Ability to multi-task in a fast-paced environment.
8. Basic computer skills, experience with CRM database a plus.



### **Work Conditions and Physical Requirements**

1. Work week varies, generally Monday – Friday 11:00 am – 7:00 pm. Some later evening and weekend availability also required.
2. Must be able to lift up to 30 pounds.
3. Must be able to walk up and down stairs with ease.
4. Valid driver's license and ability to drive to appointments. Mileage is reimbursed by Exodus.

### **Education**

Bachelor's degree or equivalent experience required.

### **Job Classification**

Full-time exempt. This position is eligible for paid time off, health insurance, and retirement benefits.

### **Location**

Job duties are performed in the Exodus office in Park Ridge, in neighborhoods on the north side of Chicago, and with flexibility to work remote as approved by supervisor.

### **About Exodus World Service**

Founded in 1988, our mission is to mobilize the Christian community to welcome and befriend refugees. We do this by educating churches about refugee ministry, connecting volunteers with newly arriving refugees through practical service projects, and empowering people to be champions for refugees.

### **To Apply**

Please send resume and cover letter to [hr@exodusworldservice.org](mailto:hr@exodusworldservice.org).