

## OnTrack Greenville Director of Program Operations

**FLSA Status:** Exempt, Full-Time

**Summary of Job:** OnTrack Greenville seeks a strategic and driven leader to serve as Director of Program Operations, overseeing the effective management of program activities, including grants management (with a focus on a significant federal grant), financial sustainability, contract compliance, and data-driven program evaluation. This role requires strong analytical, interpersonal, and collaborative skills to foster partnerships with diverse stakeholders and ensure alignment with organizational goals and funder requirements.

### Background Information:

Education is a lifelong experience beginning at birth, continuing through educational success, and resulting in the attainment of a meaningful career. We believe every child has the right to work and experience success across that continuum. A cradle-to-career commitment requires intentional efforts to eliminate disparities that might inhibit a student from achieving his or her potential.

OnTrack Greenville is a community initiative to ensure students in Greenville, S.C. stay on track toward high school graduation. It is a whole child approach, using an innovative evidence-based dropout prevention and school transformation model, designed to systematically address the challenges students face. In partnership with schools and educators, students and their families, community philanthropic organizations and nonprofit support networks, the OnTrack Greenville collective impact model brings everyone together to address - in real time - the barriers students face and keep them on the track to success before they disengage.

Working with the Greenville County School District, United Way of Greenville County, and an advisory board of directors comprised of community leaders will be critical to the success of this initiative. The project director of OnTrack Greenville must aid in the building of cross-sector coalitions around this issue with public agencies, municipalities, nonprofits, elected officials, and faith leaders to ensure the best possible results for students and families.

**Reporting Relationships:** The role reports to the Executive Director of OnTrack Greenville.



OnTrack Greenville is a program of United Way of Greenville County.

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## **Essential Job Functions:**

### **Grant Management:**

- Oversee and manage the fulfillment of grant requirements across all existing OnTrack Greenville grants, collaborating with appropriate staff members.
- Ensure project compliance with contractual obligations, donor regulations, and internal organizational policies, with specific emphasis on the federal grant.
- Assist in drafting and reviewing contracts, and identifying solutions for compliance management, particularly in relation to Department of Education requirements.
- Provide strategic leadership and technical, operational, financial, and managerial expertise for the successful implementation of the federal grant (e.g., Full-Service Community Schools).
- Provide technical assistance to funded community partners through direct support, consultation with experts, and coordination of professional development opportunities.

### **Program Management:**

- Ensure that existing programs are implemented with fidelity, are evidence-based or evidence-informed, and align with funder and stakeholder priorities.
- Provide comprehensive oversight of program implementation, encompassing all activities, outputs, and outcomes, including reporting, budget development and monitoring, financial transactions, execution of project plans, and project performance.
- Efficiently and effectively support existing and prospective projects.
- Collaborate with partners to proactively address and resolve issues or barriers that may impede the implementation and sustainability of the OnTrack Greenville initiative.
- Cultivate and sustain positive relationships with key stakeholders, including Greenville County Schools staff, community partners, contractors, OnTrack Greenville initiative staff, other community agency staff, community volunteers, and evaluation partners.
- Coordinate organizational relationships with partners and current and prospective donors.
- Manage relationships with evaluation partners, providing support in facilitating technical collaboration and coordination activities with partners and stakeholders.
- Oversee the implementation of the evaluation plan to effectively capture project performance and results.

### **Strategy Development:**

- Support the Executive Director in the ongoing development of the OnTrack Greenville initiative, including community engagement activities, marketing and communications strategies, volunteer work groups, and community support initiatives.
- Collaborate with the Grants team to identify and pursue potential funding opportunities that align with OnTrack Greenville's Strategic Plan.

**Leadership:**

- Implement strategies and develop appropriate goals to advance the OnTrack Greenville initiative, fostering a shared vision and understanding.
- Identify capacity gaps and collaborate with the OnTrack Greenville team as well as the broader United Way team to secure sustainable funding for necessary roles.
- Represent the Executive Director at meetings, providing leadership and ensuring a clear understanding of goals, outcomes, and timelines for internal and external initiatives.
- Champion an outcome-oriented approach aligned with specific performance measures and targets, with the goal of consistently demonstrating OnTrack Greenville's effectiveness and impact.
- Perform other duties as assigned.

**Competencies:**

To perform the job successfully, the following competencies must be demonstrated:

**Strategic Thinking and Planning** – Able to think long-term, tying together the current operations with a more long-term focus.

**Communication** – Able to effectively communicate with school faculty, administration, community agencies, and United Way staff to ensure collaboration, become the bridge between groups, and to communicate the purpose and intent of OnTrack Greenville. Active listener with the ability to observe, interpret, and apply action.

**Relationship, Trust, and Rapport Building** – Able to connect and influence a large and diverse group of people; is seen as a bridge; can build rapport and maintain meaningful professional relationships. Ability and propensity to work effectively within a dynamic team.

**Meeting Facilitation** – Able to lead discussions confidently and sensitively with diverse groups of people, particularly with an aim to mediate conflicts, spark activity, and to gain information that will inform decision making.

**Flexibility/Resilience** – Able to adjust and thrive in a complex and changing environment; handles setbacks and failures with professionalism, candor, and a positive attitude; effectively and appropriately responds in the face of adversity or conflict with optimism and vision.

**Focus** – Able to handle multiple tasks and assignments; prioritizes more important tasks while maintaining a good handle on others; reports in a timely manner any barriers to task completion leaving ample opportunities for supervisor to adjust deadlines.

**Results-Oriented and Adaptive Thinking and Behavior** – Able to demonstrate a genuine concern for effectiveness and willingness to learn and adapt. Possesses the desire to get the job done with excellence; mentally, is focused on getting the best results for actions taken; does not settle for mediocrity.

**Awareness and Sensitivity to the External Environment** – Able to model situational awareness; demonstrates savvy in dealing with agencies, volunteers, and donors; is promoting and affirming in conversations about and on behalf of the United Way.

**Innovation and Creativity** – Able to think outside the routine way of doing business and develop new and creative ways of addressing community needs.

**Required Minimum Education and Experience:**

- Master's degree.
- Grant writing and grant management experience
- 5+ years of professional related experience.
- Experience in program development, research, program evaluation, data synthesis, and report writing.
- Experience with meeting facilitation, public speaking, and training.
- Knowledge and use of current Microsoft Office and its applications.
- Experience in public education