



Program & Operations Manager (Part-Time)

Are you a passionate and compassionate relationship-builder excited to work as part of a small team to support people in need in our community? Second Chances works at the intersection of human services, basic human needs, and reuse/recycling to provide empowering clothing to members of our community who are experiencing poverty and housing instability.

Second Chances puts donated clothing to work for our community, diverting clothing, shoes, and accessories from local landfills while helping our neighbors in need take their first steps toward brighter futures.

What You'll Do

Program

- Interface with local shelter and service providers to deliver high-quality, free used and new clothing to their homeless and low-income clients
- Process clothing donation requests, select clothing for clients, and deliver clothing to shelters and service providers
- Guide new provider partners and new staff at existing providers in how to request clothing
- Maintain, deepen, and potentially broaden our relationships with local shelter and service providers so that we can be a resource for people in need in our community
- Facilitate clothing drives with local businesses and organizations, including planning and logistics, marketing, and relationship-building
- Manage our clothing supply and request contributions of clothing from retailers, manufacturers, and others when needed
- Work with CEO and donation bin partners to ensure smooth operations at our outdoor bins
- Maintain regular communication with warehouse and pickup partners and collaborate on scheduling and logistics

Management and Operations

- Be actively involved in the hiring, training, and supervision of program staff, interns, and volunteers
- Contribute to Second Chances' growth and continuous improvement by regularly evaluating our systems and processes, making recommendations for improvements, and, potentially implementing changes

Other

In addition, to the degree that time allows, the Program & Operations Manager may:

- Represent Second Chances at community events and meetings
- Assist with fundraising and community-building events
- Support marketing, communications, and social media work
- And more

Skills and Characteristics You'll Have

We're looking for a flexible, enthusiastic team member who can embrace our mission and community.

- Experience supervising people and managing resources
- Organized, detail-oriented
- Strong written and oral communication skills

- Relationship-builder
- Creative problem-solver
- Strong project manager
- Ability to balance the needs of multiple constituents with organizational capacity and resources
- Both collaborative and able to work well independently
- Trustworthy, flexible, dependable
- Experience with homeless and low-income clients and constituents
- Proficient with Microsoft Office programs, Google Business Apps, and Windows. Experience with databases, project management, and graphic design software a plus

Requirements

- Valid driver's license is required, satisfactory driving record, and a reliable vehicle
- Ability to pass CORI background check
- Able to regularly carry and lift 30-40 pounds of clothing and climb at least three flights of stairs

Nice To Know

Working as part of a small team provides some unique opportunities, including exposure to and input into many aspects of our program and operations, with a focus on service delivery, streamlining and enhancing systems and processes, and building and maintaining relationships.

Pay rate starts at \$28 per hour and more, commensurate with experience. Mileage and parking allowance available as well as business parking permit.

This is a part-time, non-exempt position. We anticipate hiring someone for 20 to 25 hours per week, with approximately 65% of work to be conducted in-person Monday to Friday between 9 a.m. and 5 p.m., split between our office in Union Square, Somerville and our warehouse near Kendall Square, Cambridge. Most weeks there will be flexibility about where and when the other 35% of the work occurs.

In addition to mileage and parking, benefits include 12 holidays (prorated), sick time, and professional development opportunities.

Reports to: CEO

Supervises: Approximately 50% of the Program & Communications Coordinator's time, program interns, and volunteers.

To apply:

Please send a resume and cover letter highlighting what excites you about the position and field as well as the unique value(s) you would bring to our team to hire@secondchances.org. No phone calls, please.

Learn more about Second Chances at www.secondchances.org

Second Chances is an equal opportunity employer and actively seeking to build a diverse workplace. People of color, members of the LGBTQIA+ community, and people with disabilities are encouraged to apply.