



## Program Manager, Human Resources & Learning Programs

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Nonprofits rely on dedicated staff and volunteers to accomplish their missions each day, yet the vast majority don't have access to a knowledgeable HR professional. That's where 501 Commons' HR services come in. As the Program Manager for HR Consulting and Leadership Development, your skills in the areas of management, culture, and compliance can benefit dozens of important missions.

The Program Manager manages a team of human resource consultants who provide consulting and outsourced HR support to nonprofits and develops engaging educational and professional development programs for nonprofit board members, executives, and staff. The ideal candidate will create strong, trusting client relationships forged by staff delivering high-quality services. You should be eager to provide active support and supervision to staff and to actively develop new business.

### Essential Functions

#### Human Resources Program (85%)

Coordinate client engagements ensuring that the services delivered by staff consultants and volunteers with HR expertise meet the needs of the nonprofits we serve:

- Handle intake calls and develop engagement scopes of work, deliverables, and contract terms
- Deploy appropriate staff consultants or volunteers to projects in advance of each month's work and provide supervision to ensure work is accurate, timely, and consistent with best practices
- Effectively recruit, onboard, train, and retain staff that can deliver high quality services and reflect the diversity represented in our clients
- Maintain Salesforce documentation to support robust reporting and accurate billing, and to manage action items, track relationships, and process renewals
- Gather feedback from clients and proactively address concerns
- Provide HR and leadership development advice or referrals to clients, as needed
- Develop program budget and goals; monitor progress on goals as measured by financial performance and client feedback
- Implement program policies, templates, practices, and pricing that ensures program sustainability and limits risk for 501 Commons and clients
- Represents 501 Commons at Nonprofit Special Interest Group (Seattle SHRM), the Staff Development Coalition and other meetings

At the end of the day, wouldn't you like to know that **you played a role in the success of nonprofits benefiting our community?**

#### Learning & Leadership Development (15%)

Develop and deliver professional development programs that promote effective nonprofit leadership:

- Identify topics and speakers for leadership development programs hosted by 501 Commons
- Work with facilitators to develop curriculum and presentations for trainings and workshops
- Ensure that administrative staff manage programming and effectively market training sessions
- Manage the coaching program to engage Executive Service Corps coaches with nonprofit leaders (5-10 engagements annually)

Other duties as assigned

## **Competencies**

### **Relationship management**

- Ability to build and maintain strong client relationships, demonstrated by follow-through on commitments and ensuring a high level of service quality
- Acts as subject matter expert in HR compliance measures
- Deep familiarity with diversity, equity and inclusion (DEI) approaches. This candidate is passionately committed to the delivery of services through a DEI lens, and is capable of ensuring that their direct reports are continually developing and evolving their DEI skills and cultural proficiency.
- Strong people management skills, adept at delegation, and able to provide clear direction to staff

### **Reliability**

- Serves with an entrepreneurial spirit and is driven to ensuring that the team meets or exceeds project goals
- Leader in managing high volumes of several workloads while performing in a fast-paced work environment
- Ability to meet tight deadlines with strong communication to staff to ensure success in project demands
- Strong organizational skills, with high attention to detail and follow through

### **Communication**

- Capable of following general directives without requiring substantial supervision
- Takes initiative in building up client networks by scheduling business development visits to potential clients to ensure growth of HR service offerings
- Demonstrated ability to communicate effectively at all levels and with sensitivity for diverse cultural backgrounds

### **Problem Solving**

- Accurate diagnostic ability, informed by sound judgment, that derives from assimilating all aspects of a client's situation, and the ability to deliver the most appropriate approach to resolve issues
- Able to focus on multiple priorities and act in alignment with mission directives

## Experience

We know the right person for this role may not have all our required qualifications. If you think you could be a good fit, reach out and let us know!

## Required

- Bachelor's degree and or equivalent working years combined with education.
- Strong understanding of all dynamics of HR
- 5+ years experience as a manager of professionals
- HR certification (If not certified, must acquire certification within 12 months of hire)
- Adept Microsoft Office skills with willingness to master 501 Commons' technology tools, such as Salesforce, and Atlassian platforms

## Preferred

- 10 + years of HR experience, with strong knowledge in local, state and federal regulations
- Experience in facilitating HR focused training workshops
- Three years of experience in nonprofit management
- History of working in communities of diverse cultural backgrounds
- Experience in developing and delivering training programs in adult learning
- Experienced in managing field-based and/or remote teams and their workloads
- Strong presentation skills and ability to represent 501 Commons professionally at speaking events, conferences and training facilitations

## What we offer

- Flexible work environment with ability to work from home part-time
- Partnering with a small but highly professional team with opportunities for professional development
- Benefits include: generous paid time off, employer-paid medical, dental, and vision coverage, and more
- This full-time, exempt position has a salary range of \$66,000 - \$72,000 annually, DOE

## Inclusiveness Statement

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender identity, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal, valued and supported.

**To Apply**

To be considered for this position, please submit your resume and cover letter to [jobs@501commons.org](mailto:jobs@501commons.org) with “HR Program Manager” in the email subject line. We look forward to hearing from you!