

## Program Manager Job Description



**SisterCities**  
INTERNATIONAL

Connect globally. Thrive locally.

### Job Summary:

Sister Cities International (SCI) is in search of a tech savvy, entry-level program manager to take on the challenge of creating and producing exciting virtual and in-person events to further SCI's goal of citizen diplomacy. The **Program Manager** will be entry- to mid-level with some experience in graphic design, virtual programs, project management, and event planning, and will oversee all SCI programs – virtual and in-person. This position will collaborate with all SCI National Staff and, occasionally, work with interns to accomplish the goals and needs of the organization. It is imperative that the Program Manager understands Sister Cities International and its missions and goals and maintains a good working relationship with all stakeholders. The ideal candidate will be meticulous, creative, energetic, diplomatic, astute, and able to manage multiple projects.

### Job Qualifications and Skills:

- [Required] Associate degree in Communications, International Relations, Business, Marketing, Public Relations, or another related major
- [Required] 1+ years of graphic design knowledge and experience, preferably using Canva and/or Photoshop
- [Required] 1+ years of successful execution of virtual programming and webinars, preferably with Zoom
- Strong interpersonal and communication skills, including the ability to collaborate with a diverse staff, external partners, and stakeholders in a diplomatic and professional manner
- Excellent analytical, writing, copyediting, and verbal communication skills with strong understanding of English grammar
- Excellent project and timeline management skills, with the ability to manage multiple ongoing projects, simultaneously, and set priorities, manage a program budget, and meet deadlines
- Experience with and an understanding for ADA compliance in virtual platforms and webinars
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Publisher), WordPress, and Canva
- Knowledge of and experience with photo editing and video editing using Adobe Creative Suite (Photoshop, InDesign, Adobe Premiere, Adobe Acrobat), Slido, Vimeo, Zoom, and YouTube platforms
- Cheerful outlook and ability to perform well under pressure with tact and diplomacy
- Teamwork, problem solving and critical thinking skills, and motivational skills
- Ability to receive and give constructive feedback
- 1+ years of related experience for a membership association or nonprofit a plus, but not required
- Fluency in a foreign language a plus, but not required

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### Essential Duties and Responsibilities:

#### Virtual and In-Person Events and Programs Development and Planning

- Create, coordinate, monitor, and manage successful SCI events and programs that meet SCI's mission and yearly goals
- Manage the relationship between and communicate with event- and program-related vendors and contractors
- Work with the marketing team to conduct and improve virtual and in-person events and programs' attendance and strategies
- Meet, as needed, with staff, stakeholders, and virtual volunteer committees to discuss event and program statuses
- Conduct and report monitoring and evaluation results from events and programs
- Plan, coordinate, manage, and evaluate SCI's Global Conversations. Tasks can range from any of the following:
  - Collect headshots, titles, and bios of speakers, and writing the description of the event
  - Create/aid in creation with the graphics
  - Manage communications between the IT team and the planning committee
  - Work with the Manager of Marketing to schedule and post social media campaigns, as well as creating MailChimp email blasts
  - Research and contribute to the content of the programs such as finding an appropriate theme, writing website language, and developing program structure
  - Create and collect necessary application forms and communicate with participants, speakers, and sister city members
  - Conduct follow up surveys, distribute certificates when necessary
  - Schedule, start, and send notifications for meetings through the Zoom/Outlook calendar
  - Manage Slido, the Q&A platform used with zoom and the streaming platform we use (i.e., YouTube, Vimeo, etc.)
  - Create and manage Eventbrite pages for event and program registrations
- Plan, coordinate, manage, and evaluate SCI's youth programs. Tasks can range from any of the following:
  - Determine and publish the current year's theme, create the application form, develop website language, and other necessary program documents
  - Assist with finding speakers, create, and send invitation letters, follow up with program participants during and after the program
  - Communicate with the SCI marketing and communications department for promoting SCI's youth programs
  - Create and send post-program surveys to collect data on program impact, write program summary reports for monitoring and evaluation purposes
- Plan, manage, and produce all webinars as needed
- Ensure that webinars and virtual programs comply with ADA requirements
- Organize daily activities to meet event and program deadlines
- Collaborate with SCI staff to devise innovative programs that support the organization's objectives
- Improve diversity, inclusion, equity, and learning in all SCI events and programs
- Work with other departments to develop program and event strategies and plans
- Evaluate and assess event and program strengths and weaknesses and suggest improvements

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### Other Duties and Tasks

- Manage and track program budgets as needed
- Make phone calls and conduct email correspondence for and between event and program enquiries, stakeholders, participants, and staff
- Supervise and manage the workload and schedule of program assistants and interns
- Collaborate with all departments to ensure goals are achieved
- Assist with various special projects and other duties, as requested
- May require occasional work on weekends and evenings

### **Job Details:**

**Job Type:** Full-time, Permanent

**Reports to:** President & CEO and the Marketing Manager

**Pay:** \$45,000.00 - \$50,000.00 per year

**Benefits:** dental insurance, vision insurance, health insurance, life insurance, paid time off, and more

**Schedule:** 40-hour work week, Monday through Friday

**Location:** Sister Cities International Headquarters in Washington, DC

### **How to apply**

Interested candidates should send a cover letter and resume to [jobs@sistercities.org](mailto:jobs@sistercities.org) with "Program Manager" in the subject line. EOE/M/F/D/V

*Sister Cities International is a 501(c)(3) nonprofit, nonpartisan association that has been working since 1956 to advance peace and prosperity through cultural, educational, humanitarian, and economic development exchanges. Sister Cities International represents over 400 communities with partnerships in over 1,800 cities and 140 countries around the globe and serves as a hub for institutional knowledge and best practices in citizen diplomacy.  
EOE/M/F/T/D/V/SO*