



Healthy Kids Running Series Job Description

Position: Program Manager

Mission

Healthy Kids Running Series is a national, community-based non-profit that provides a fun, inclusive, five-week running Series for ages 2-14 designed to get kids active, build self-esteem and lay the foundation for a healthy lifestyle.

For more information, please visit our website at www.HealthyKidsRunningSeries.org.

Facts

Location: HKRS Headquarters, Thornton, PA
Level: Entry Level Position; Salary range: \$44,000-\$48,000
Job Type: Full-Time
Vacation: Two-Weeks Paid Time Off
Business Casual Work Environment
Retirement Plan/Health Insurance

Responsibilities

The Program Manager is responsible in part for the overall wellbeing of the program including communicating with, evaluating and servicing HKRS Community Coordinators in their respective region. This position reports to the Vice President. Specific responsibilities include:

- **Oversee Assigned Community Coordinators**
 - Provide best-in-class service in response to coordinator inquiries through the utilization of HKRS' CRM business system and processes.
 - Support Community Coordinators by answering their questions and guiding them to meeting the HKRS mission in their communities.
 - Maintain communication with assigned Community Coordinators throughout the year to assist them in executing a successful five-week running Series in both the Spring and Fall
 - Provide feedback, recommendations and updates as well as recommend edits to the HKRS 'How To' Manual
 - Travel – Site Visits: (With Approval from Vice President)
 - Required to visit a portion of new race locations to map courses with the Community Coordinators prior to their Series start date
 - Expect 10-20 travel days annually; usually 5-10 days both in the spring and fall; expenses covered by HKRS

Healthy Kids Running Series

The Mill, 383 Brinton Lake Road STE 1

Thornton, PA 19373

P 484 352-2729

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- Encouraged to attend various workshops, race expos, etc. as approved by the Vice President.
 - Evaluate Community Coordinators throughout the Series via personal experience and feedback, parent feedback and survey results; make the Vice President aware of any issues with Community Coordinators and help problem solve
- Customer Service
 - Fielding and responding to emails and calls from parents, sponsors or stakeholders of your assigned programs that funnel up from the Community Coordinator level
 - Answering the start a race calls that come in for their respective region.

Skills & Abilities

- Exceptional oral and written communication skills
- Excellent attention to detail and multi-tasking ability
- The ability to problem solve
- Maintain a high level of accuracy
- Ability to adapt and excel in a fast-paced work environment on a growing team
- Collaborate with team members to improve service and implementation

Qualifications

- Bachelor's degree from an accredited College or University
- 1-2 years of customer service experience preferred
- Experience answering phone calls and emails in a professional environment, guaranteeing a high level of customer service
- Knowledge of personal computer software programs including Windows based word processing, spreadsheet, and database software, and Internet and email navigation
- High energy level – self-starter
- Team oriented, people oriented and a relationship builder
- Enthusiastic, confident and mature
- Reliable with a resilient nature

Apply

Please email your resume and cover letter to Tamara Conan, our Vice President at tamara@healthykidsrunningseries.org.

Healthy Kids Running Series (www.HealthyKidsRunningSeries.org), a nonprofit initiative provides children ages 2-14 with the opportunity to live a healthy and active lifestyle through the introduction of running. HKRS currently operates in 250+ locations across the United States.

Healthy Kids Running Series provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HKRS complies

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with applicable state and local laws governing non-discrimination in employment in every location in which the company operates.

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