NOW HIRING: PROGRAM MANAGER

HOURS: Full-time
SALARY: $42-$46K based on experience, plus benefits and PTO
LOCATION: New York City
DATE POSTED: February 15, 2022

Street Lab is a nonprofit that creates and shares programs for public space across New York City. Using custom-designed installations, we pop up in parks, plazas, and other public spaces to offer New Yorkers places to gather around reading, drawing, and hands-on experiences for all ages. We partner with community-based organizations and with city agencies, and we prioritize underserved locations. We do this work in order to improve the urban environment, strengthen neighborhoods, and bring New Yorkers together.

2021 was our biggest year yet: we offered our programs 280+ times in 70 locations across the city, including in newly created public spaces piloted with neighborhood groups and the city. We are growing rapidly and hiring a second Program Manager who will help keep our entire operation running smoothly and manage our longstanding relationships with the hundreds of communities that host us, as well as our city agency partners and other stakeholders involved with each pop-up.

As Program Manager, you will work on a team that includes a Program Designer and our current Program Manager, who manages and schedules our field staff, and is often on the street supervising and ensuring the quality of our pop-ups across the city. You will be responsible for overall planning and production of all 250+ events in our season, serving as “mission control,” with a special focus on frequent, high-quality communication with our partners involved in each location. Your day-to-day work will involve logistics planning, administrative work, task management, and communications with team members, and it will fall to you to ensure that everyone is on the same page and nothing falls through the cracks. You will rely on an Airtable database and other digital platforms that we have built over the years to keep things running smoothly. The work will also include regular visits to neighborhoods to make face-to-face contact with partners when we are launching new programs and new locations. And like everyone at Street Lab, you should be ready to leap into action to help on the street if needed, moving gear, taking photos, and overseeing events on the street, from time to time.

This position reports to the Executive Director. Hours are flexible but you will generally need to be available as needed according to our programming schedule, and work some weekend hours. This is an exempt position that does not pay overtime, however we will work with you to create a flexible work schedule that does not exceed 40 hours/week.
Responsibilities:

Season planning and booking
- Intake and respond to all requests for programming
- For some locations, research and identify local groups who could be partners
- Maintain our database of requests, partners, and locations, and keep other Street Lab staff updated on critical changes
- Anticipate everything needed for a successful season, including gear, signage, and supplies
- Assist the Executive Director in curating a schedule and circuit for our programs across the city that aligns with our equity goals and funding sources

Production of events
- Anticipate everything needed for each event (with the exception of staffing), including gear, signage, and supplies. Request involvement from the rest of the team or movers as needed
- Apply for and track permit applications
- Update web calendar with all booked event and any mid-stream changes
- Coordinate with local groups before and after each event, including by providing them with flyers, blurbs, and photos
- Help manage the participation of artistic partners, students, or volunteer groups
- Create a workflow leading into the “day-of-show,” which includes reminders and day-sheets that communicate any tasks and special considerations to partners and staff
- Manage the implementation of evaluation and documentation by staff in the field

Season wrap-up and general
- Devise and implement ways to gather feedback from community hosts
- Participate in season evaluation, year-end reports, strategic planning, and program design
- For all of the above, develop and run systems, tools, workflows and guidelines, making the most of our existing platforms

Qualifications:
- College or graduate degree
- At least two years of related experience
- Experience with and passion for working with NYC communities and neighborhood groups
- Strong interpersonal skills and a customer-service orientation
- Strong organization, planning, and time management skills; ability to work in fast-paced, stakeholder-focused, team environment
- Excellent written and verbal communication skills
- Experience with workflows and databases (we use Airtable), facility with digital platforms (we use Slack and Notion), and comfort in a Mac-based office environment
- Ability to get around the boroughs, by public transportation and/or bike
- Confidence in representing Street Lab and explaining the organization’s work to the public
- Language skills and knowledge of NYC neighborhoods are a plus
- Driver’s license and experience driving in NYC a plus
- Due to our work with seniors and young children, we require all Program Staff to have received both the initial COVID-19 Vaccination series and a COVID-19 booster shot
Street Lab does not discriminate against any applicant or employee with regard to hiring, retention, promotion, benefits or compensation because of race, national origin, ethnicity, citizenship, gender, age, marital status, creed, sexual orientation, disability, or any other characteristic protected by law. See our Diversity and Inclusion Policy and Equal Employment Opportunity Policy.